



【Kidney technology transformed】 Customer Care

カスタマーサービスのご経験のある方は歓迎です。

Job Information

Recruiter

JAC Recruitment Co., Ltd.

Hiring Company

非公開

Job ID

1533610

Industry

Medical Device

Company Type

International Company

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

5 million yen ~ 8 million yen

Work Hours

09:00 ~ 17:30

Holidays

【有給休暇】初年度 10日 1か月目から 【休日】完全週休二日制 土 日 年末年始 年間休日 124日 完全週休二日制（土、...

Refreshed

May 16th, 2025 09:01

General Requirements

Career Level

Mid Career

Minimum English Level

Fluent

Minimum Japanese Level

Native

Minimum Education Level

Bachelor's Degree

Visa Status

Permission to work in Japan required

Job Description

【求人No NJB2291643】

★腎臓病治療に特化することを目的に外資大手医療機器メーカー2社が共同出資し、2023年春に設立されたジョイントベンチャー

■A Day in the Life

The Customer Care Agent has a key role in supporting Our commercial strategy across all of our business sectors.

The person is responsible for providing the best customer experience to external and internal customers while operating

within company guidelines and ensuring that the needs of all customers are met in a timely comprehensive manner.

This position also plays an important role in supporting business initiatives by ensuring our ability to supply to customers timely information and feedback. The person manages the transactional customer experience from order management

(order entry order status communication and invoicing) to directing calls for Our assistance in Service and Repair Quality or other areas of need. The individual will ensure a consistent high standard in meeting customers' and Commercial teams' needs.

■Responsibilities may include the following and other duties may be assigned.

- Represents company to external and internal customers answers order related questions tracks shipments interprets and clarifies customer orders takes and enters orders into the ERP and when necessary may connect customers to appropriate support or field staff.
- Answers the phone in Japanese English representing Us
- Manage EDI orders correct any data as needed and ensure transactions flow seamlessly
- Process customer credits returns and follows Our policies and guidelines for approvals
- Properly documents product complaints service request and inquiries generated by customers or Sales team.
- Possesses basic understanding and knowledge of products supported and service lines.
- Direct complex technical issues to appropriate Our personnel (Service Technicians Field Service Representatives or another proper person/department) .
- Issues Return Material Authorization (RMA) to return reported serialized product for service and/or exchanges and performs follow up on open RMA.
- Manage order entry in order to ensure fulfillment and billing is accurate and correct
- Contribute to the update and maintenance of work instructions and procedures as required
- Process parts replenishment order for Service Center and Field Technicians.

Required Skills

[Must Have]

- Requires minimum of 4 years of relevant experience in Customer Care or Customer Service Capacity

[Nice to Have]

- Fluency in additional languages (i.e. other APAC countries languages)
- Strong verbal and written communications skills
- ERP system experience SAP
- Med device or Pharma experience is preferred
- Thrive in a fast paced work environment
- Able to prioritize in a constantly changing environment.
- Demonstrated ability to work effectively with cross functional partners.
- Strong ability to think analytically while being efficient in executing tasks tactically.
- Strong organizational skills
- Thorough in follow ups
- Ability to provide proactive solutions to customer issues
- Proficient in Microsoft Office applications (Excel Access Word) .
- Ability to learn and retain product process and policy information

Company Description

ご紹介時にご案内いたします