



PR/086946 | Customer Service (m / f / d)

#### Job Information

**Recruiter**

JAC Recruitment Germany

**Job ID**

1537976

**Industry**

Other (Manufacturing)

**Job Type**

Permanent Full-time

**Location**

Germany

**Salary**

Negotiable, based on experience

**Refreshed**

May 1st, 2025 20:06

#### General Requirements

**Minimum Experience Level**

Over 3 years

**Career Level**

Mid Career

**Minimum English Level**

Business Level

**Minimum Japanese Level**

Business Level

**Minimum Education Level**

Associate Degree/Diploma

**Visa Status**

No permission to work in Japan required

#### Job Description

#### Company Overview

The Japanese leading automotive parts manufacturing company is looking for customer service (m/f/d) to deliver high-quality products and exceptional customer service. Their dedication to innovation and excellence has made them a trusted partner in the automotive industry.

**Key Responsibilities:**

- Serve as the primary point of contact for German-speaking customers.
- Respond to customer inquiries via phone, email, and other communication channels.
- Provide accurate information about the products and services.
- Resolve customer issues and complaints in a timely and professional manner.

- Maintain and update customer records in the database.
- Collaborate with internal teams to ensure customer needs are met.
- Identify opportunities to improve customer satisfaction and loyalty.
- Prepare and present regular reports on customer service activities.

**Qualifications:**

- Native-level proficiency in German.
- Business-level proficiency in English.
- Minimum of 7 years of experience in customer service.
- Excellent communication and interpersonal skills.
- Strong problem-solving abilities and attention to detail.
- Ability to work independently and as part of a team.
- Knowledge of the automotive industry is a plus.

#LI-JACDE #countrygermany

---

**Company Description**