



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

Job Information

Recruiter

JAC Recruitment Germany

Job ID

1541271

Industry

Other (Manufacturing)

Job Type

Permanent Full-time

Location

Germany

Salary

Negotiable, based on experience

Refreshed

May 20th, 2025 12:50

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.

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Company Description