

MichaelPage

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NEW: Customer Service at Global MUSIC-related Company!**Customer Service - MUSIC-related Company****Job Information****Recruiter**[Michael Page](#)**Job ID**

1545301

Industry

Other (Manufacturing)

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

4 million yen ~ 4.5 million yen

Refreshed

June 23rd, 2025 17:00

General Requirements**Career Level**

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

Fluent

Minimum Education Level

Associate Degree/Diploma

Visa Status

Permission to work in Japan required

Job Description

You will be responsible for enhancing support for both consumer and dealer inquiries via emails and calls. You will also handle product returns, place orders in SAP and track these orders and shipments.

Client Details

The employer is a well-established global manufacturing organization in the FMCG industry.

Description

You will be responsible for enhancing support for both consumer and dealer inquiries via emails and calls. You will also handle product returns, place orders in SAP and track these orders and shipments. Among the main responsibilities:

- Taking repair orders from consumers and dealers.
- Manage return shipments of repair items to the factory in the U.S.
- Coordinate outsourced repair services.

Job Offer

- Base salary +bonus.
- Opportunities to grow within the industry.
- A professional and supportive company culture.

If you are passionate about customer service and eager to excel in the FMCG industry, we encourage you to apply for this exciting opportunity.

To apply online please click the 'Apply' button below. For a confidential discussion about this role please contact Davide Capretta at +81 3 6832 8675.

Required Skills

Customer Support oriented with a strong passion for the industry, eager to learn and to provide customers with advice and support. They are looking for the following strengths / experiences:

-B2C Customer Service Experience

-High business level of Japanese and business level English to be able to communicate with HQ in the US.

-SAP experience preferred but not required.

-Experience with Excel, Word, and Outlook.

-Ability to escalate and provide proposals and suggestions.

Company Description

The employer is a well-established global manufacturing organization in the FMCG industry.