



[Global Working Environment & Culture] Customer Service

Job Information

Hiring Company

ITW PP&F JAPAN

Job ID

1552230

Division

ITW Polymers & Fluids East Asia

Industry

Chemical, Raw Materials

Job Type

Permanent Full-time

Location

Osaka Prefecture, Suita-shi

Salary

Negotiable, based on experience ~ 4 million yen

Refreshed

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General Requirements

Minimum Experience Level

Over 3 years

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

Native

Minimum Education Level

Bachelor's Degree

Visa Status

Permission to work in Japan required

Job Description

GROUP: ITW Polymers & Fluids East Asia

JOB TITLE: Customer Service

REPORTING TO: Sales & Marketing Director – East Asia Polymers

LOCATION: Osaka, Japan

SUMMARY

The Customer Service Representative is the first point of contact to ensure the delivery of excellent customer service through fast and accurate processing of orders, requests for quotations, product information, samples, expedited requests, lead-time, and minimal technical product information. This role requires proactive communication and coordination with other departments to resolve inquiries. The Representative will build and maintain strong business relationships with customers by providing prompt and accurate service, fostering customer loyalty. In addition, they are responsible for keeping inventories under control and implementing improvements based on ITW's Tool Box.

PRINCIPAL RESPONSIBILITIES include but are not limited to:
Customer Relationship

- Process orders received from customers
- Communicate with customers to provide information about products and services, assist with inquiries, and process purchase orders
- Process customer purchase orders and sample requests in the system
- Liaise and coordinate with other departments regarding customer requests
- Ensure all customer requirements are met during order processing
- Communicate any discrepancies in orders and follow up until the issue is resolved to the customer's satisfaction
- Address customer service or billing complaints, including issuing Credit Memos and sending replacements according to return procedures
- Assist with unresolved customer inquiries, forwarding them to the appropriate departments for further investigation
- Regularly review and update customer files and specifications to ensure accuracy
- Follow and understand all customer service procedures in place
- Strive for efficiency in serving customers
- Additional duties as needed

Pricing

- Update Intercompany Prices (ICP) internally as needed, and provide distributors with the relevant external price lists when necessary.

Logistics (including Supply Chain Management)

- Process orders for customer deliveries
- Coordinate delivery schedules (for domestic customers)
- Liaise with forwarders to manage shipping schedules
- Prepare necessary shipping documents such as invoices, packing lists, and COC/COA
- Coordinate shipping schedules for overseas customers

Inventory Control

- Work closely with outsourced warehouses to manage stock levels
- Conduct regular physical stocktaking
- Maintain an updated inventory list and ensure balance with physical inventory
- Collaborate with the Finance team to manage inventory according to the required MOH (Monthly On Hands) levels.

Sales Administration

- Provide daily sales reports
- Offer daily back-log and outstanding order reports
- Communicate with sister companies about new products and IC prices
- Provide quotations to customers (except for new customers and new products)
- Collaborate with the sales team to achieve sales and margin targets

ITW Tool Box / Simplification

- Identify, participate in, and implement ITW Toolbox strategies in customer service areas
- Drive continuous improvement by implementing ITW's 80/20 philosophy for service simplification, in cooperation with the Finance and Sales teams
- Actively learn from success stories and apply them to your own work for improved efficiency

Required Skills

KNOWLEDGE AND EXPERIENCE

- At least 3-5 years of experience in administration for imports and exports
- Knowledge of trade administration (especially offshore trade handling, L/C handling)
- Experience in purchasing, procurement, or overseas sales divisions is preferred

SKILLS AND COMPETENCIES

- Ability to multitask and excellent planning skills
- Strong written and oral communication, and people management skills
- A collaborator with a positive, proactive work attitude
- Demonstrated leadership potential for future roles
- High level of business ethics and integrity
- Proficiency in Microsoft Office applications
- Ability to maintain composure under stressful situations
- Basic proficiency in English reading and writing required, with speaking fluency a plus
- Enthusiasm for learning and developing English skills for business use, with the goal of improving fluency

WELCOME ADDITIONAL QUALITIES:

- We highly value individuals who are eager to proactively drive process improvements, utilizing ITW's Tool Box and best practices to enhance efficiency and business performance.
- Experience with ERP or NAV systems is highly preferred.
- Candidates with aspirations to develop into leadership or managerial roles in the future will be welcomed.
- While proficiency in English is not mandatory, a willingness to use and improve English skills in the workplace, with a focus on practical business communication, is encouraged.
- ITW values talent and ambition, and provides opportunities for advancement based on ability, effort, and execution, regardless of age.

Company Description