



【Multinational Company】 Customer Service Coordinator [Exclusive job](#)

Over 32 Locations Globally

Job Information

Hiring Company

[TransPak Japan GK](#)

Job ID

1572572

Industry

Electronics, Semiconductor

Job Type

Permanent Full-time

Location

Chiba Prefecture, Ka-shi Wa-shi

Train Description

Tsukuba Express, Kashiwa Tanaka Station

Salary

4 million yen ~ 5.5 million yen

Salary Bonuses

Bonuses paid on top of indicated salary.

Refreshed

March 27th, 2026 13:00

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

Who We Are

TransPak Japan is the Japanese subsidiary of TransPak, a global packaging solutions provider founded in Silicon Valley in 1952.

With decades of experience supporting precision equipment, semiconductor tools, and large industrial machinery worldwide, we provide end-to-end packaging engineering solutions.

Backed by global expertise, our Japan entity is currently in a growth and build-up phase—operating with the agility of a

startup while supported by the stability and resources of an established international company.

Job Description

The Customer Service Coordinator plays a central role in supporting customer operations and project execution at our Japan office. Acting as a key liaison between domestic and international customers and overseas offices, this position is responsible for coordinating project progress, facilitating information sharing, and arranging necessary tasks and resources.

This is not simply an administrative support role. You will serve as a “hub” function, responsible for coordination and management to ensure that customer projects proceed smoothly, supporting the overall project lifecycle.

Key Responsibilities

- **Project Management:** Liaise with domestic and international stakeholders to manage customer projects and timelines.
- **Global Collaboration:** Partner with overseas offices and teams to monitor and execute projects tailored to customer needs.
- **Customer Support:** Provide prompt, accurate information regarding order status, product specs, and general inquiries.
- **Quality Feedback:** Provide prompt feedback to the company regarding service failures, customer concerns, or areas for improvement.
- **Order Administration:** Process orders, changes, and returns while ensuring accurate invoice issuance.
- **Data Management:** Handle data entry within the ERP system and manage invoicing and correspondence with partner companies/vendors.

Required Skills

Education/Knowledge/Skills/Experience Desired

- **Experience:** 3+ years of experience in Customer Service, Sales Administration, or a general administrative role (Industry experience is not required).

Hard Skills:

- **Languages:** Native-level proficiency in Japanese; Business-level proficiency in English (Reading, Writing, and Speaking).
- **Multi-tasking:** Strong coordination and multitasking abilities with high attention to detail while managing multiple concurrent projects.
- **Technical Proficiency:** Basic PC skills (Microsoft Excel, Word, and Outlook). Experience with ERP software is a plus.

Soft Skills:

- **Communication:** Excellent interpersonal skills with the ability to communicate proactively and effectively with global customers and colleagues.
- **Character:** A humble, sincere, and coachable attitude with a strong commitment to teamwork.
- **Resilience & Problem-Solving:** Ability to remain calm under pressure, think critically to identify solutions, and proactively propose or implement actions.

Estimated Annual Salary:

- **JPY 4,000,000 – 5,000,000** (Commensurate with experience and skills)

Company Description