



## PR/087130 | Administrative & Customer Service Specialist

### Job Information

**Recruiter**

JAC Recruitment USA

**Job ID**

1575448

**Industry**

IT Consulting

**Job Type**

Permanent Full-time

**Location**

United States

**Salary**

Negotiable, based on experience

**Refreshed**

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### General Requirements

**Minimum Experience Level**

Over 3 years

**Career Level**

Mid Career

**Minimum English Level**

Fluent

**Minimum Japanese Level**

None

**Minimum Education Level**

Associate Degree/Diploma

**Visa Status**

No permission to work in Japan required

### Job Description

**POSITION TITLE** Administrative & Customer Service Specialist (Intelligent Feeding Equipment Industry)

### POSITION SUMMARY

In this role, you will manage daily administrative tasks and serve as the primary point of contact for customers, ensuring smooth coordination across sales, engineering, and after-sales teams. Responsibilities include shipment coordination, warranty registration, and maintaining customer records to support efficient operations in a fast-growing environment.

### RESPONSIBILITIES

- Manage daily administrative tasks: document control, meeting coordination, vendor communication, and office support

- Act as the primary contact for customers, handling inquiries, pre-sales questions, and service requests
- Collaborate with sales, engineering, and after-sales teams to ensure timely responses and follow-up
- Coordinate equipment shipments, track logistics, register warranties, and maintain service records
- Update and maintain customer databases, including profiles and contracts
- Provide support for trade shows, training sessions, and customer visits
- Facilitate communication between headquarters and dealer partners for accurate information flow

#### QUALIFICATIONS

- Minimum 3 years of experience in administrative support, customer service, or office management
- Background in agricultural machinery, heavy equipment, or B2B industries preferred
- Strong communication, organizational, and multitasking skills
- Proficiency in Microsoft Office; CRM experience is a plus
- Detail-oriented, customer-focused, and highly responsible
- Comfortable in a fast-growing, cross-functional environment

LOCATION Ontario, California

SALARY USD60,000-80,000 (based on experience and skills)

TIME OFF & BENEFITS 3 weeks paid annual leave + U.S. public holidays, comprehensive medical insurance

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#### Company Description