



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

February 3rd, 2026 10:56

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