



PR/087428 | Customer Operations Specialist in Düsseldorf (m / f / d)

Job Information

Recruiter

JAC Recruitment Germany

Job ID

1585870

Industry

Logistics, Storage

Job Type

Permanent Full-time

Location

Germany

Salary

Negotiable, based on experience

Refreshed

April 21st, 2026 09:00

General Requirements

Minimum Experience Level

Over 3 years

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

None

Minimum Education Level

Associate Degree/Diploma

Visa Status

No permission to work in Japan required

Job Description

Overview

Our client is a well-established global company specializing in the international trade of chemicals and plastics, while also delivering high-quality optical lenses and electronic products. As a valued member of a worldwide group, the company is driven by innovation, reliability, and a strong commitment to excellence—providing tailored solutions and outstanding service to customers across diverse industries.

Responsibilities

Order Management

- Process customer orders accurately and efficiently, ensuring on-time fulfillment and high service standards.

Logistics & Shipment Coordination

- Manage domestic and international shipments in close cooperation with logistics partners, while monitoring delivery schedules and resolving issues proactively.

Customer Service & Support

- Serve as the main point of contact for customers, responding to inquiries promptly and professionally via phone and email.

Inventory Control

- Monitor stock levels and coordinate with procurement to ensure optimal inventory availability and smooth operations.

Documentation & Reporting

- Prepare and maintain precise documentation, including shipping papers, invoices, and inventory reports, in compliance with internal and external requirements.

Cross-functional Collaboration

- Work closely with sales, procurement, and warehouse teams to ensure seamless order handling and consistent service quality.
- Process Improvement
- Identify and suggest improvements to operational processes with a focus on efficiency and customer satisfaction.

Job Requirements**Professional Experience**

- 2–3 years of experience in logistics, order processing, supply chain operations, or a related field.
- Language Skills
- Fluent English (mandatory)
- German proficiency is a strong advantage
- Japanese language skills are a plus

Technical Skills

- Solid proficiency in MS Office (Excel, Word, Outlook)
Experience with ERP or order management systems is highly desirable
- Personal Attributes

Strong organizational and multitasking skills

- Excellent communication abilities
- A proactive, customer-oriented mindset with attention to detail

Benefits

- Full-time role with standard working hours
- Working Hours: 37.5 hours per week
- Hybrid Work: Up to 2 days of home office per week
- Paid Leave: 30 days annually
- Work Environment: International, collaborative, and stable with long-term career development opportunities
- Compensation: Up to €50,000

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Company Description