



## Customer Operation Planner

外資系FMSGでの募集です。SCMのご経験のある方は歓迎です。

### Job Information

**Recruiter**

JAC Recruitment Co., Ltd.

**Hiring Company**

外資系FMSG

**Job ID**

1598446

**Industry**

Daily Necessities, Cosmetics

**Company Type**

International Company

**Job Type**

Permanent Full-time

**Location**

Tokyo - 23 Wards

**Salary**

6.5 million yen ~ 8 million yen

**Work Hours**

09:00 ~ 17:30

**Holidays**

詳細は求人ご紹介時にご案内いたします。

**Refreshed**

June 25th, 2026 16:59

### General Requirements

**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

【求人No NJB2389700】

Your tasks will include:

Order Management

・ Orders processing and customer service

Fully understand and work within each customers' specific order processing framework to ensure customer's orders are processed in the most efficient manner

Orders received via fax/email/phone/download are entered or uploaded into SAP within expected timeframe

Answer customer inquiries in order to maximize customer satisfaction levels

Business to Business ordering support as required

- Electronic Order Processing

Accurately process EDI orders electronically

Ensure that all electronic messages are generated successfully ( POA POC ASN INVOIC )

Communicate and correct any error that may occur due to inconsistencies between customer and The company systems

- Manage holding orders "quotations" proactively following up due quotes and variances
- Reverse logistics

Create return orders

Assist with return logistics enquiries

Logistics

- Communication with 3PL and warehousing suppliers as appropriate
- Assistance with customer claims investigations where appropriate

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## Required Skills

You must have •

- Super user of SAP systems with prior experience in troubleshooting system related issues
- Previous experience in Customer Service FMCG Freight Forwarding Import/Export or third party logistics background preferred
- Accurate data entry with an eye for detail
- Problem Solving "Can do" mindset
- Good communicator Great Team player

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Hiring Manager is more open to see candidates with admin/customer service experience. Prior SAP Masterdata experience is not required but she wants someone who is strong with IT tool for example Excel and SAP and EDI.

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## Company Description

ご紹介時にご案内いたします