

Customer Accounts Representative/ カスタマーアカウント リプレゼンタティブ

Exclusive job

Native Japanese and well spoken English

Job Information

Hiring Company
Mouser Japan G.K.

Job ID
1600000

Division
International Finance

Industry
Hardware

Company Type
Small/Medium Company (300 employees or less) - International Company

Non-Japanese Ratio
Majority Japanese

Job Type
Contract

Location
Tokyo - 23 Wards, Minato-ku

Train Description
Toei Oedo Line, Akabanebashi Station

Salary
4 million yen ~ Negotiable, based on experience

Refreshed
November 13th, 2026 12:00

General Requirements

Minimum Experience Level
Over 1 year

Career Level
Entry Level

Minimum English Level
Daily Conversation Level

Minimum Japanese Level
Fluent Level

Minimum Education Level
Technical/Vocational College

Visa Status
Permission to work in Japan required

Job Description

【具体的には】

- 優れたサービスをお客様に提供する。
- 注文書の発行、新規アカウントの設定を行い、問題のあるアカウントについては適切な担当者とコミュニケーションをとる
- 電信送金の照合、および/または支払いの不一致を解決する。必要に応じて信用調査や回収のためのエスカレーションを行う。
- さまざまなコンピュータプログラム、ワープロ、スプレッドシート、またはデータベースコマンドを使用して、正確かつ効率的にデータ入力を行い、必要に応じて資料をフォーマットする。
- 品質と生産性の目標を維持しながら、緊迫感をもって日々の生産性目標を達成する。
- 入力された資料の確認や、必要に応じてデータレポートを作成する。受け取ったデータの不一致を確認し、データに関連する問題について説明を求めたり、上司に報告し、会社の手順に従ってデータ検証をする。
- 複数の通貨を理解し、正しく扱う。
- 必要に応じて、ファイル、記録、ファクシミリ、郵便、電子メール、レポートの作成を行う。あらゆるリソースを活用して、データ入力プロセスに関する知識を深める。
- 目標達成のために高いレベルのコミットメントを維持し、高水準で質の高い仕事を促進する。効果的にタイムマネジメントする。
- 社内外とのコミュニケーションにおいて、プロフェッショナルな態度と積極性をもち、効果的なコミュニケーションをとる。
- 整理整頓ができ、複数のタスクに優先順位をつけて管理する。会社の総合的な品質管理プロセスをサポートし、信頼性があり、機密を保持する。

SCOPE

Customer Accounts Representatives are responsible for working closely with Customer Service Team as well as the corporate Customer Accounts Department in Texas, USA, and regional Customer Accounts Departments to provide customers with the best possible service and support.

ACCOUNTABILITIES

- Gratify and astonish customers with service excellence.
- Performs order releases and new account set-ups, Communicates with appropriate personnel regarding potential and existing problem accounts. Reconciles wire payments and/or resolve payment discrepancies. May perform credit investigations and collection contacts through escalation of contacts.
- Performs data entry accurately and efficiently using various computer programs, word processing, spreadsheet or database commands; formats material as required
- Processes work with excellence and in a timely manner; meets daily productivity objectives; displays a sense of urgency while maintaining quality and productivity goals
- Proofs material entered and generates data reports as required; reviews discrepancies in data received, requests clarification or advises supervisor of issues related to data, and performs data verification routines in accordance with company procedures.
- Files, keeps records, and prepares/transmits/sorts/distributes facsimiles, mail, e-mail, and reports as needed. Expands knowledge of data entry processes utilizing all available resources
- Maintains a high level of commitment to achieve goals
- Interacts effectively and maintains professional manner and positive attitude through verbal and written communication with external and internal contacts.
- Well organized and able to prioritize and manage multiple tasks. Trustworthy and maintains confidentiality.

Required Skills

EDUCATION & EXPERIENCE

Basic education equivalent to US High School Diploma and 2 years general office experience; or equivalent combination of education and experience.

CHARACTERISTICS

- Positive Service
- Attitude
- Preference For Structure
- Energy Frustration
- Tolerance
- Accountability
- Integrity
- Influence

SKILLS & CERTIFICATIONS

- Ability and desire to provide excellent customer service
- Ability and desire to deal directly with customers to carry out all correspondences in a courteous manner.
- Exhibits the potential to advance to other positions
- Ability to use a PC and type data for long periods of time
- PC experience in a Microsoft Windows environment, proficient with internet, Microsoft Word, Excel, Outlook and other software
- Ability to use, read, and interpret spreadsheets, printed reports, and a dual terminal screen
- Ability to work independently or as part of a team
- Ability to work under the pressure of deadlines
- Able and willing to use our telephone headsets
- Professional verbal and written communication skills in English and local language (minimum) Additional languages

may be required
- Self-motivated, results-oriented, with effective organizational skills.
- Trustworthy and maintains confidentiality

Company Description