



Customer Service Representative

Job Information

Hiring Company

Hyperion Materials & Technologies

Job ID

1601071

Industry

Chemical, Raw Materials

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

4 million yen ~ 5 million yen

Work Hours

8am - 5pm JST

Holidays

In accordance with company regulations

Refreshed

July 22nd, 2026 16:00

General Requirements

Minimum Experience Level

Over 3 years

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

Native

Minimum Education Level

High-School

Visa Status

Permission to work in Japan required

Job Description

«Job Description & Position Highlights»

- You will be responsible for order processing, customer service, and logistics coordination, delivering high-quality customer service.
- You will contribute to improving customer satisfaction and building long-term relationships, while honing your customer service skills.
- Through collaboration with overseas offices and internal departments, you will enhance your problem-solving and coordination skills.
- You will gain a wide range of experience in global operations that utilize English and in a dynamic environment.

【Job Responsibilities】

The prime focus of this role will be to ensure delivery of excellent customer service through prompt and accurate processing

of orders, communication, and coordination with other departments to resolve inquiries and promote customer loyalty. Reporting to the Region General Manager, the Customer Service Representative processes orders, corresponds and liaises with external logistic teams on inbound goods and fulfills customer inquiries to ensure customer satisfaction. Provides administrative support for Japan office & legal entity management.

< Essential Duties and Responsibilities >

- Acts as first point of customer contact for general inquiries such as order intake, pricing, products, scheduling, etc.
- Immediately enters all customer orders into ERP and confirm orders to customers with terms, pricing and accurate delivery schedules.
- Maintains accurate shipping/logistics details on all orders and continually update customers as needed.
- Maintains invoicing routines, consignments, and be a part of the collections process.
- Accepts and documents all returns/claims and follow up with the customer as needed.
- Documents all issues in the internal quality system.
- Sets up and maintain items and customers in ERP.
- Acts as liaison between customer, external sales force and company production and supply facilities.
- Obtains and evaluate all relevant information to process and resolve customer inquiries and complaints.
- Works with manufacturing to improve sales forecasts, availability and to ensure on-time shipments via scheduling, prioritization of processes, etc.
- Interfaces with freight couriers and freight forwarders.
- Provides administrative support for Japan office & legal entity management. In collaboration with Region General Manager, other functions and external professionals, prepare documents related to social welfare, tax, etc.
- Supports the planned office relocation from Yokohama to Tokyo.

【Employment Type】

Permanent employee

【Salary】

4 Million ~ 5 Million Yen

【Working Hours】

8am - 5pm JST

【Work Location】

Tokyo (Current headquarters: Yokohama)

【Holidays & Leave】

In accordance with company regulations

【Benefits & Welfare】

In accordance with company regulations

Required Skills

【Qualifications】

- Good interpersonal and communication skills at various levels
- Willingness to learn and work in a fast-paced growing team
- English skills to cater to a diverse customer base and cross-functional teams
*Ability to speak, write and read in English
- Minimum 5 years B2B customers service experience
- Industrial experience is welcomed
- A commitment to improving customer experience
- Understanding of the global incoterms 2020 standards

Company Description