



PR/087540 | Customer Support Administrator (m / f / d)

Job Information

Recruiter

JAC Recruitment Germany

Job ID

1604854

Industry

Automobile and Parts

Job Type

Permanent Full-time

Location

Germany

Salary

Negotiable, based on experience

Refreshed

August 25th, 2026 12:00

General Requirements

Minimum Experience Level

Over 1 year

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

Applicants must have a valid working permit in Germany or European Union

Overview

A Japanese origin manufacturing company located in Central Düsseldorf is looking for a Customer Support Administrator (m/f/d) to join their team.

Job Responsibility

- Administrate customer accounts in close communication with window persons by sharing and collecting customer updated information of their requirements and needs and other topics in general.

- Process customer orders, call offs and requirements; and generate necessary documents for material delivery (stock simulations, sales order, delivery notes, proforma invoices, commercial invoices).
- Communicate with warehouse team to prepare shipment on the requested dates.
- Manage, adjust, and negotiate delivery dates with customers, as necessary.
- Analyse customer forecasts for any changes to understand usage trends and update internal balance sheet with latest information.
- Monitor and follow up on account receivables, expedite collections, and process customer adjustments.
- Manage product or service problems by clarifying the customer's complaints; forwarding technical issues to engineers; consult with team leaders to find the best solution to solve the problem; following up to ensure resolution
- Provide support to team members when necessary and handle additional tasks as needed.

Requirements

- High proficiency in writing and speaking in English
- Speaking ability in German, Japanese or other European language is a plus
- Business experience with Office 365, especially in Excel
- Business experience using SAP is a plus

Benefits

- 30-days paid holiday per year
- Highly accessible location in the central Düsseldorf
- International working environment

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Company Description