

【英語を活かす】カスタマーサービス担当者/ Customer Service Representative

材料技術企業にて、カスタマーサービス担当者の求人がございます。

Job Information

Recruiter
Robert Walters Japan (ロバート・ウォルターズ)

Hiring Company
材料技術企業

Job ID
1608090

Industry
Chemical, Raw Materials

Job Type
Permanent Full-time

Location
Tokyo - 23 Wards

Salary
6 million yen ~ 8 million yen

Refreshed
October 31st, 2026 13:00

General Requirements

Career Level
Mid Career

Minimum English Level
Business Level

Minimum Japanese Level
Native Level

Minimum Education Level
Bachelor's Degree

Visa Status
Permission to work in Japan required

Job Description

An international materials technology company is seeking a Customer Service Representative to manage customer communications, orders, shipping coordination, and related service activities.

A global materials technology company specialising in advanced materials and engineered solutions for demanding applications across diverse industries. Employees benefit from career growth, professional development and opportunities within an innovative and collaborative workplace.

Keywords:

カスタマーサービス, 顧客対応, 受注管理, 輸出入業務, 貿易実務, 物流調整, 在庫管理, 求人, 外資系

Job Ref: MEP8RS

Responsibilities:

- Communicate with customers regarding enquiries, orders, expedites, and complaints
- Provide quotations to customers
- Coordinate and adjust shipping schedules with customers, freight forwarders, service centres, and other company locations
- Check inventory and product specifications to meet customer requirements
- Enter customer orders and purchase orders to global plants
- Handle import and export documents and coordinate shipping schedules
- Manage physical inventory of Performance Solutions products
- Handle customer complaints, including returns and credit notes, and work with Account Managers to resolve issues

Requirements:

- Bachelor's degree or above
- Experience using ERP systems
- Basic MS Office Suite skills
- Experience in import and export shipping arrangements
- Native level Japanese; proficient in English (TOEIC 730+)

Preferred requirements:

- Experience with SAP

Company Description

For over 25 years, in Japan, we have been a driving force in the Japanese bilingual recruitment market, providing high-quality candidates for our clients and access to the best jobs. We always put the interests of our clients and candidates first and run on a non-commission model that promotes a working culture where teamwork is incentivised. We strive to find the best fit for both employer and job seeker and don't push people into unsuitable roles.