



Customer Service Senior Specialist

Job Information

Recruiter

JAC International Co., Ltd.

Hiring Company

FMCG Company

Job ID

1609502

Industry

Amusement, Entertainment

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

6 million yen ~ 8 million yen

Refreshed

August 25th, 2026 15:23

General Requirements

Minimum Experience Level

Over 3 years

Career Level

Mid Career

Minimum English Level

Business Level (Amount Used: English usage about 50%)

Minimum Japanese Level

Fluent

Minimum Education Level

Bachelor's Degree

Visa Status

Permission to work in Japan required

Job Description

Order Management (50%)

- Proactively manage order entry activities to support forecast accuracy for product launches, campaigns, and promotional programs.
- Facilitate and continuously improve order management processes, including pre-order coordination, customer communication, stock availability updates, and order processing to ensure efficient product flow.
- Manage customer claims and returns by investigating cases, validating required information, coordinating product returns with relevant stakeholders, and processing associated financial adjustments.
- Oversee supply allocation activities during periods of limited inventory availability.
- Prepare and maintain inventory reporting, identify stock shortages and discontinued items, and communicate findings to relevant stakeholders for action.
- Proactively monitor and follow up on overdue quotations and pricing variances.
- Generate and distribute service-level and fulfillment performance reports for internal and external stakeholders.
- Coordinate value-added services and customer-specific requirements, including reconciliation activities and logistics-related documentation.

- Provide inventory optimization recommendations based on stock availability and customer demand data.
- Support governance and compliance of the end-to-end Order-to-Cash process.
- Maintain and manage master data across business systems and customer platforms, serving as a subject matter expert for product and customer data management.

Order Management Digitalization & Process Improvement (35%)

- Lead local initiatives for order-processing automation and digital transformation projects across business platforms and technologies.
- Act as a key business user in projects that integrate sales, planning, and operational systems with order-processing solutions, while managing impacts across related business functions.
- Collaborate with internal and external stakeholders on requirements gathering, process design, testing, implementation, and post-launch support activities.
- Drive continuous improvement initiatives to optimize order management processes, efficiency, and customer experience.

Business Analysis, Reporting & Presentations (10%)

- Provide ad hoc business analysis, reporting, and insights to support operational and commercial decision-making.
- Prepare and support management presentations and business reviews for leadership teams and key stakeholders.

Professional Development & Organizational Engagement (5%)

- Pursue continuous professional development through structured learning and career growth initiatives.
- Participate in and contribute to cross-functional and regional projects that support broader organizational objectives.
- Foster a positive team culture by demonstrating collaboration, curiosity, accountability, and a results-oriented mindset.

Required Skills

- Minimum 5 years of experience working in cross-functional and internationally distributed organizations.
 - Strong knowledge of supply chain operations, particularly in order management, customer operations, and master data management.
 - Advanced expertise in enterprise resource planning (ERP) systems, including experience serving as a key user or business process lead during system implementation and transformation projects.
 - Demonstrated ability to exercise sound judgment and independently resolve complex operational issues.
 - Proven ability to manage multiple priorities effectively while meeting deadlines in a fast-paced environment.
 - Advanced proficiency in business productivity and reporting tools, including spreadsheet, presentation, collaboration, and business intelligence applications.
 - Strong stakeholder management skills with the ability to influence decisions through data, facts, policies, and business insights.
 - Experience managing projects in multilingual and multicultural matrix organizations.
 - Previous people leadership or team management experience.
 - Knowledge and experience in logistics, warehousing, transportation, and distribution operations.
 - Ability to balance strategic thinking with hands-on execution of short-term operational priorities.
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Company Description