

Customer Operation Planner

外資系FMSGでの募集です。 SCMのご経験のある方は歓迎です。

Job Information

Recruiter
JAC Recruitment Co., Ltd.

Hiring Company
外資系FMSG

Job ID
1610646

Industry
Daily Necessities, Cosmetics

Company Type
International Company

Job Type
Permanent Full-time

Location
Tokyo - 23 Wards

Salary
6.5 million yen ~ Negotiable, based on experience

Work Hours
09:00 ~ 17:30

Holidays
詳細は求人ご紹介時にご案内いたします。

Refreshed
October 30th, 2026 20:00

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

【求人No NJB2389700】
Your tasks will include:
Order Management
・ Orders processing and customer service
Fully understand and work within each customers' specific order processing framework to ensure customer's orders are processed in the most efficient manner
Orders received via fax/email/phone/download are entered or uploaded into SAP within expected timeframe

Answer customer inquiries in order to maximize customer satisfaction levels
Business to Business ordering support as required
・ Electronic Order Processing
Accurately process EDI orders electronically
Ensure that all electronic messages are generated successfully（POA POC ASN INVOIC）
Communicate and correct any error that may occur due to inconsistencies between customer and The company systems
・ Manage holding orders “quotations” proactively following up due quotes and variances
・ Reverse logistics
Create return orders
Assist with return logistics enquiries

Logistics
・ Communication with 3PL and warehousing suppliers as appropriate
・ Assistance with customer claims investigations where appropriate

Required Skills

You must have ・
・ Super user of SAP systems with prior experience in troubleshooting system related issues
・ Previous experience in Customer Service FMCG Freight Forwarding Import/Export or third party logistics background preferred
・ Accurate data entry with an eye for detail
・ Problem Solving “Can do” mindset
・ Good communicator Great Team player

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Hiring Manager is more open to see candidates with admin/customer service experience. Prior SAP Masterdata experience is not required but she wants someone who is strong with IT tool for example Excel and SAP and EDI.

Company Description

ご紹介時にご案内いたします