



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

September 3rd, 2026 17:44

General Requirements

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

Native

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

= = =

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