DCSS TECHNOLOGY JAPAN

Inside Sales and Sales Operations Specialist

A fast-growing global IT company

Job Information

Hiring Company
DCSS Technology Japan Co., Ltd.

Job ID
1615923

Industry
Hardware

Company Type
Small/Medium Company (300 employees or less) - International Company

Job Type
Contract

Location
Tokyo - 23 Wards, Minato-ku

Salary
4 million yen ~ 5 million yen

Work Hours
In accordance with company regulations

Holidays
In accordance with company regulations

Refreshed
November 4th, 2026 12:00

General Requirements

Minimum Experience Level
Over 1 year

Career Level
Mid Career

Minimum English Level
Daily Conversation Level

Minimum Japanese Level
Business Level

Minimum Education Level
High-School

Visa Status
Permission to work in Japan required

Job Description

≪Job Description & Position Highlights≫

- Responsible for a wide range of tasks, from inside sales using phone, email, and web channels to quotations, order processing, and contract management
- Involved throughout the sales process, from customer proposals and new business development to contract renewals, contributing to sales results and building strong customer relationships

- Work closely with sales, logistics, and technical teams as well as external partners to create sales opportunities for IT equipment maintenance services
- An environment at a Singapore-based foreign-affiliated IT company where you can develop skills in both sales and sales operations

【Job Responsibilities】
This is a sales role that combines inside sales with sales administration. The successful candidate will use telephone, email, and web-based channels to develop existing and prospective customers while also managing quotations, orders, invoices, and contract records. The role covers the sales process from lead generation and customer follow-up through contract execution and post contract support. It is not a clerical-only position.

< Role Structure >

- Primary responsibility:
  -Inside sales, including customer outreach, needs discovery, product proposals, lead nurturing, opportunity development, and post-contract follow-up.
- Sales operations:
  -Management of quotations, orders, invoices, contracts, customer data, sales records, and renewal schedules.
- Business development support:
  -Research and engagement of potential partners such as system integrators, ASPs, distributors, data centers, and wholesalers.

< Key Responsibilities >

1. Inside Sales:

- Make outbound calls and send emails to existing and prospective customers, and respond to inquiries
- Identify customer needs, develop sales opportunities, and hand qualified opportunities to the appropriate sales representative
- Propose parts, refurbished products, and priority products, and support sales discussions
- Promote repeat purchases, follow up on existing customers, and support contract renewals
- Generate and nurture new leads and manage progress from initial contact through contract execution
- Follow up after contract execution and identify additional sales opportunities

2. Partner Development and Marketing Support:

- Research and develop potential partners, including system integrators, ASPs, distributors, data centers, and wholesalers
- Plan and carry out promotional activities for new products, priority products, and campaigns
- Research customer needs, competitor activity, and market conditions, and organize findings for the sales team

3. Sales Administration and Operations:

- Prepare and manage quotations, purchase orders, invoices, contracts, and related documents
- Process orders through portal sites and web-based systems and track delivery and fulfillment progress
- Maintain sales and procurement data, sales opportunities, customer records, and contract renewal schedules
- Coordinate with customers, business partners, sales representatives, logistics teams, technical teams, and other stakeholders
- Prepare reports on sales performance, KPIs, opportunity status, and related activities
- Assist with proposals, meeting materials, internal approval documents, schedules, and meeting arrangements
- Manage confidential information, including contracts, customer data, and personal information

【Employment Type】
Permanent employee

【Salary】
4 million to 5 million yen
Compensation will be determined in accordance with company policy, taking into consideration the candidate's experience, skills, and previous salary.

【Working Hours】
In accordance with company regulations

【Work Location】
Shibaura, Minato-ku, Tokyo
*This is primarily an office-based position.

【Holidays & Leave】
In accordance with company regulations

【Benefits & Welfare】
In accordance with company regulations

Required Skills

【Required Qualifications】

- Professional experience in at least one of the following areas: sales administration, sales support, sales operations, inside sales, or B2B sales
- Experience preparing or managing quotations, purchase orders, invoices, or contract-related documents

- Experience in order management, customer service, or sales support
- Strong Japanese communication skills for accurate coordination with customers and internal stakeholders
- Working knowledge of Microsoft Office, including Excel, Word, PowerPoint, and Outlook
- Ability to organize and manage data using Excel
- Ability to handle confidential and personal information appropriately

【Preferred Qualifications】

- Experience in IT infrastructure, telecommunications, hardware, or maintenance services
- Sales or partnership experience involving system integrators, ASPs, distributors, data centers, or wholesalers
- Experience in outbound calling, new business development, lead generation, or B2B sales
- Experience selling parts, refurbished products, or other IT-related products
- Experience supporting corporate sales at a major bank or other financial institution
- Experience using CRM, ERP, sales management systems, or online portals
- Ability to communicate by email in English, or experience working in a foreign-affiliated or multicultural environment

【Ideal Candidate】

- Is comfortable handling both customer-facing sales activities and sales administration
- Can organize multiple sales opportunities and administrative tasks and set clear priorities
- Communicates effectively with customers, partners, and internal stakeholders
- Takes initiative to clarify customer needs, make proposals, and follow through
- Works accurately and efficiently while following compliance requirements and internal policies

Company Description