

# Baker Hughes

## Customer Care Specialist

### 募集職種

#### 採用企業名

日本ベーカークロージャ株式会社

#### 支社・支店

Baker Hughes

#### 求人ID

1474252

#### 業種

その他

#### 雇用形態

正社員

#### 勤務地

その他東京

#### 給与

経験考慮の上、応相談

#### 更新日

2024年05月15日 08:00

### 応募必要条件

#### 職務経験

1年以上

#### キャリアレベル

新卒・未経験者レベル

#### 英語レベル

日常会話レベル

#### 日本語レベル

ネイティブ

#### 最終学歴

大学卒：学士号

#### 現在のビザ

日本での就労許可が必要です

### 募集要項

#### Customer Care Specialist

**Do you like creating/managing customer service processes data, identifying improvement areas, develop solutions and track their implementation?**

**Do you like initiate efficiency, simplicity and quality within the customer facing organizations?**

#### Join our Customer Care Team

Our team develops and maintain the key user community within our customer base and inside key Baker Hughes support functions.

#### Partner with the best

Our team develops and maintains the key user community within our customer base and inside internal key Baker Hughes support functions

As a Customer Care Specialist, you will be responsible for:

- Responding to customers' quote requests and coordinate response if a request is different from the standardized offers.
- Creating orders in ERP system and manage orders, blocks, backlog, payment, shipment, etc.
- Managing risks (Know Your Customer, cash, credit checks, etc.) and disputes throughout Inquiry To Remittance cycle while maintaining good customer relationship
- Managing cases in salesforce effectively and efficient. Managing customer database and ERP set-up workflow
- Working closely and provide strong support to sales team within the region. Managing targeted clients within the region.
- Coordinating with different functions (finance, service, logistics, etc) and regions (JP, SEA, Ireland, US) within the company to fulfill the orders

### **Fuel your passion**

To be successful in this role you will:

- Have a bachelor degree in related field
- Have at least 2 years of experience in customer service management
- Be familiar with SAP system and Microsoft Office
- Be able to demonstrate native level in Japanese and have fairly good English communication skills
- Have a good interpersonal skills and team spirit
- Demonstrate ability to work well under pressure and at fast pace in a dynamic environment

### **Work in a way that works for you**

We recognize that everyone is different and that the way in which people want to work and deliver at their best is different for everyone too. In this role, we can offer the following flexible working patterns:

- Working flexible hours - flexing the times you work in the day

### **Working with us**

Our people are at the heart of what we do at Baker Hughes. We know we are better when all of our people are developed, engaged and able to bring their whole authentic selves to work. We invest in the health and well-being of our workforce, train and reward talent and develop leaders at all levels to bring out the best in each other.

### **Working for you**

Our inventions have revolutionized energy for over a century. But to keep going forward tomorrow, we know we have to push the boundaries today. We prioritize rewarding those who embrace change with a package that reflects how much we value their input. Join us, and you can expect:

- Contemporary work-life balance policies and wellbeing activities
- Comprehensive private medical care options
- Safety net of life insurance and disability programs
- Tailored financial programs
- Additional elected or voluntary benefits