



【Kidney technology transformed】 Customer Care

カスタマーサービスのご経験のある方は歓迎です。

募集職種

人材紹介会社

株式会社ジェイ エイ シー リクルートメント

採用企業名

非公開

求人ID

1533610

業種

医療機器

会社の種類

外資系企業

雇用形態

正社員

勤務地

東京都 23区

給与

500万円 ~ 800万円

勤務時間

09:00 ~ 17:30

休日・休暇

【有給休暇】初年度 10日 1か月目から 【休日】完全週休二日制 土 日 年末年始 年間休日 124日 完全週休二日制（土、...

更新日

2025年05月30日 12:01

応募必要条件

キャリアレベル

中途経験者レベル

英語レベル

流暢

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

【求人No NJB2291643】

★腎臓病治療に特化することを目的に外資大手医療機器メーカー2社が共同出資し、2023年春に設立されたジョイントベンチャー

■A Day in the Life

The Customer Care Agent has a key role in supporting Our commercial strategy across all of our business sectors.

The person is responsible for providing the best customer experience to external and internal customers while operating

within company guidelines and ensuring that the needs of all customers are met in a timely comprehensive manner.

This position also plays an important role in supporting business initiatives by ensuring our ability to supply to customers timely information and feedback. The person manages the transactional customer experience from order management

(order entry order status communication and invoicing) to directing calls for Our assistance in Service and Repair Quality or other areas of need. The individual will ensure a consistent high standard in meeting customers' and Commercial teams' needs.

■Responsibilities may include the following and other duties may be assigned.

- Represents company to external and internal customers answers order related questions tracks shipments interprets and clarifies customer orders takes and enters orders into the ERP and when necessary may connect customers to appropriate support or field staff.
- Answers the phone in Japanese English representing Us
- Manage EDI orders correct any data as needed and ensure transactions flow seamlessly
- Process customer credits returns and follows Our policies and guidelines for approvals
- Properly documents product complaints service request and inquiries generated by customers or Sales team.
- Possesses basic understanding and knowledge of products supported and service lines.
- Direct complex technical issues to appropriate Our personnel (Service Technicians Field Service Representatives or another proper person/department) .
- Issues Return Material Authorization (RMA) to return reported serialized product for service and/or exchanges and performs follow up on open RMA.
- Manage order entry in order to ensure fulfillment and billing is accurate and correct
- Contribute to the update and maintenance of work instructions and procedures as required
- Process parts replenishment order for Service Center and Field Technicians.

スキル・資格

【Must Have】

- Requires minimum of 4 years of relevant experience in Customer Care or Customer Service Capacity

【Nice to Have】

- Fluency in additional languages (i.e. other APAC countries languages)
- Strong verbal and written communications skills
- ERP system experience SAP
- Med device or Pharma experience is preferred
- Thrive in a fast paced work environment
- Able to prioritize in a constantly changing environment.
- Demonstrated ability to work effectively with cross functional partners.
- Strong ability to think analytically while being efficient in executing tasks tactically.
- Strong organizational skills
- Thorough in follow ups
- Ability to provide proactive solutions to customer issues
- Proficient in Microsoft Office applications (Excel Access Word) .
- Ability to learn and retain product process and policy information

会社説明

ご紹介時にご案内いたします