



PR/087428 | Customer Operations Specialist in Düsseldorf (m / f / d)

#### 募集職種

#### 人材紹介会社

ジェイエイシーリクルートメントドイツ

#### 求人ID

1585870

#### 業種

物流・倉庫

#### 雇用形態

正社員

#### 勤務地

ドイツ

#### 給与

経験考慮の上、応相談

#### 更新日

2026年04月21日 09:00

#### 応募必要条件

#### 職務経験

3年以上

#### キャリアレベル

中途経験者レベル

#### 英語レベル

ビジネス会話レベル

#### 日本語レベル

無し

#### 最終学歴

短大卒：準学士号

#### 現在のビザ

日本での就労許可は必要ありません

#### 募集要項

#### Overview

Our client is a well-established global company specializing in the international trade of chemicals and plastics, while also delivering high-quality optical lenses and electronic products. As a valued member of a worldwide group, the company is driven by innovation, reliability, and a strong commitment to excellence—providing tailored solutions and outstanding service to customers across diverse industries.

#### Responsibilities

#### Order Management

- Process customer orders accurately and efficiently, ensuring on-time fulfillment and high service standards.

**Logistics & Shipment Coordination**

- Manage domestic and international shipments in close cooperation with logistics partners, while monitoring delivery schedules and resolving issues proactively.

**Customer Service & Support**

- Serve as the main point of contact for customers, responding to inquiries promptly and professionally via phone and email.

**Inventory Control**

- Monitor stock levels and coordinate with procurement to ensure optimal inventory availability and smooth operations.

**Documentation & Reporting**

- Prepare and maintain precise documentation, including shipping papers, invoices, and inventory reports, in compliance with internal and external requirements.

**Cross-functional Collaboration**

- Work closely with sales, procurement, and warehouse teams to ensure seamless order handling and consistent service quality.
- Process Improvement
- Identify and suggest improvements to operational processes with a focus on efficiency and customer satisfaction.

**Job Requirements****Professional Experience**

- 2–3 years of experience in logistics, order processing, supply chain operations, or a related field.
- Language Skills
- Fluent English (mandatory)
- German proficiency is a strong advantage
- Japanese language skills are a plus

**Technical Skills**

- Solid proficiency in MS Office (Excel, Word, Outlook)  
Experience with ERP or order management systems is highly desirable
- Personal Attributes

**Strong organizational and multitasking skills**

- Excellent communication abilities
- A proactive, customer-oriented mindset with attention to detail

**Benefits**

- Full-time role with standard working hours
- Working Hours: 37.5 hours per week
- Hybrid Work: Up to 2 days of home office per week
- Paid Leave: 30 days annually
- Work Environment: International, collaborative, and stable with long-term career development opportunities
- Compensation: Up to €50,000

**Notice:** By submitting an application for this position, you acknowledge and consent to the disclosure of your personal information to the Privacy Policy and Terms and Conditions, for the purpose of recruitment and candidate evaluation.

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会社説明