



Customer Service Representative

募集職種

採用企業名

[Hyperion Materials & Technologies](#)

求人ID

1601071

業種

化学・素材

雇用形態

正社員

勤務地

東京都 23区

給与

400万円 ~ 500万円

勤務時間

8am - 5pm JST

休日・休暇

In accordance with company regulations

更新日

2026年07月29日 00:00

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

ネイティブ

最終学歴

高等学校卒

現在のビザ

日本での就労許可が必要です

募集要項

«Job Description & Position Highlights»

- You will be responsible for order processing, customer service, and logistics coordination, delivering high-quality customer service.
- You will contribute to improving customer satisfaction and building long-term relationships, while honing your customer service skills.
- Through collaboration with overseas offices and internal departments, you will enhance your problem-solving and coordination skills.
- You will gain a wide range of experience in global operations that utilize English and in a dynamic environment.

【Job Responsibilities】

The prime focus of this role will be to ensure delivery of excellent customer service through prompt and accurate processing

of orders, communication, and coordination with other departments to resolve inquiries and promote customer loyalty. Reporting to the Region General Manager, the Customer Service Representative processes orders, corresponds and liaises with external logistic teams on inbound goods and fulfills customer inquiries to ensure customer satisfaction. Provides administrative support for Japan office & legal entity management.

< Essential Duties and Responsibilities >

- Acts as first point of customer contact for general inquiries such as order intake, pricing, products, scheduling, etc.
- Immediately enters all customer orders into ERP and confirm orders to customers with terms, pricing and accurate delivery schedules.
- Maintains accurate shipping/logistics details on all orders and continually update customers as needed.
- Maintains invoicing routines, consignments, and be a part of the collections process.
- Accepts and documents all returns/claims and follow up with the customer as needed.
- Documents all issues in the internal quality system.
- Sets up and maintain items and customers in ERP.
- Acts as liaison between customer, external sales force and company production and supply facilities.
- Obtains and evaluate all relevant information to process and resolve customer inquiries and complaints.
- Works with manufacturing to improve sales forecasts, availability and to ensure on-time shipments via scheduling, prioritization of processes, etc.
- Interfaces with freight couriers and freight forwarders.
- Provides administrative support for Japan office & legal entity management. In collaboration with Region General Manager, other functions and external professionals, prepare documents related to social welfare, tax, etc.
- Supports the planned office relocation from Yokohama to Tokyo.

【Employment Type】

Permanent employee

【Salary】

4 Million ~ 5 Million Yen

【Working Hours】

8am - 5pm JST

【Work Location】

Tokyo (Current headquarters: Yokohama)

【Holidays & Leave】

In accordance with company regulations

【Benefits & Welfare】

In accordance with company regulations

スキル・資格

【Qualifications】

- Good interpersonal and communication skills at various levels
- Willingness to learn and work in a fast-paced growing team
- English skills to cater to a diverse customer base and cross-functional teams
*Ability to speak, write and read in English
- Minimum 5 years B2B customers service experience
- Industrial experience is welcomed
- A commitment to improving customer experience
- Understanding of the global incoterms 2020 standards

会社説明