



PR/087540 | Customer Support Administrator (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

1604854

業種

自動車・自動車部品

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08月11日 04:00

応募必要条件

職務経験

1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

Applicants must have a valid working permit in Germany or European Union

Overview

A Japanese origin manufacturing company located in Central Düsseldorf is looking for a Customer Support Administrator (m/f/d) to join their team.

Job Responsibility

- Administrate customer accounts in close communication with window persons by sharing and collecting customer updated information of their requirements and needs and other topics in general.

- Process customer orders, call offs and requirements; and generate necessary documents for material delivery (stock simulations, sales order, delivery notes, proforma invoices, commercial invoices).
- Communicate with warehouse team to prepare shipment on the requested dates.
- Manage, adjust, and negotiate delivery dates with customers, as necessary.
- Analyse customer forecasts for any changes to understand usage trends and update internal balance sheet with latest information.
- Monitor and follow up on account receivables, expedite collections, and process customer adjustments.
- Manage product or service problems by clarifying the customer's complaints; forwarding technical issues to engineers; consult with team leaders to find the best solution to solve the problem; following up to ensure resolution
- Provide support to team members when necessary and handle additional tasks as needed.

Requirements

- High proficiency in writing and speaking in English
- Speaking ability in German, Japanese or other European language is a plus
- Business experience with Office 365, especially in Excel
- Business experience using SAP is a plus

Benefits

- 30-days paid holiday per year
- Highly accessible location in the central Düsseldorf
- International working environment

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会社説明