

【英語を活かす】カスタマーサービス担当者/ Customer Service Representative

材料技術企業にて、カスタマーサービス担当者の求人がございます。

募集職種

人材紹介会社
ロバート・ウォルターズ (Robert Walters)

採用企業名
材料技術企業

求人ID
1608090

業種
化学・素材

雇用形態
正社員

勤務地
東京都 23区

給与
600万円 ~ 800万円

更新日
2026年11月14日 00:00

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
ビジネス会話レベル

日本語レベル
ネイティブレベル

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

An international materials technology company is seeking a Customer Service Representative to manage customer communications, orders, shipping coordination, and related service activities.

A global materials technology company specialising in advanced materials and engineered solutions for demanding applications across diverse industries. Employees benefit from career growth, professional development and opportunities within an innovative and collaborative workplace.

Keywords:

カスタマーサービス, 顧客対応, 受注管理, 輸出入業務, 貿易実務, 物流調整, 在庫管理, 求人, 外資系

Job Ref: MEP8RS

Responsibilities:

- Communicate with customers regarding enquiries, orders, expedites, and complaints
- Provide quotations to customers
- Coordinate and adjust shipping schedules with customers, freight forwarders, service centres, and other company locations
- Check inventory and product specifications to meet customer requirements
- Enter customer orders and purchase orders to global plants
- Handle import and export documents and coordinate shipping schedules
- Manage physical inventory of Performance Solutions products
- Handle customer complaints, including returns and credit notes, and work with Account Managers to resolve issues

Requirements:

- Bachelor's degree or above
- Experience using ERP systems
- Basic MS Office Suite skills
- Experience in import and export shipping arrangements
- Native level Japanese; proficient in English (TOEIC 730+)

Preferred requirements:

- Experience with SAP

会社説明

For over 25 years, in Japan, we have been a driving force in the Japanese bilingual recruitment market, providing high-quality candidates for our clients and access to the best jobs. We always put the interests of our clients and candidates first and run on a non-commission model that promotes a working culture where teamwork is incentivised. We strive to find the best fit for both employer and job seeker and don't push people into unsuitable roles.