

Customer Operation Planner

外資系FMSGでの募集です。 SCM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
外資系FMSG

求人ID
1610646

業種
日用品・化粧品

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
650万円 ~ 経験考慮の上、応相談

勤務時間
09:00 ~ 17:30

休日・休暇
詳細は求人ご紹介時にご案内いたします。

更新日
2026年11月13日 02:00

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

【求人No NJB2389700】
Your tasks will include:
Order Management
・ Orders processing and customer service
Fully understand and work within each customers' specific order processing framework to ensure customer's orders are processed in the most efficient manner
Orders received via fax/email/phone/download are entered or uploaded into SAP within expected timeframe

Answer customer inquiries in order to maximize customer satisfaction levels
Business to Business ordering support as required
・ Electronic Order Processing
Accurately process EDI orders electronically
Ensure that all electronic messages are generated successfully（POA POC ASN INVOIC）
Communicate and correct any error that may occur due to inconsistencies between customer and The company systems
・ Manage holding orders “quotations” proactively following up due quotes and variances
・ Reverse logistics
Create return orders
Assist with return logistics enquiries

Logistics
・ Communication with 3PL and warehousing suppliers as appropriate
・ Assistance with customer claims investigations where appropriate

スキル・資格

You must have ・
・ Super user of SAP systems with prior experience in troubleshooting system related issues
・ Previous experience in Customer Service FMCG Freight Forwarding Import/Export or third party logistics background preferred
・ Accurate data entry with an eye for detail
・ Problem Solving “Can do” mindset
・ Good communicator Great Team player

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Hiring Manager is more open to see candidates with admin/customer service experience. Prior SAP Masterdata experience is not required but she wants someone who is strong with IT tool for example Excel and SAP and EDI.

会社説明

ご紹介時にご案内いたします