

Job Detail

Staff Level

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| Position Title | [Customer Service] Women are active! You can use your English skills to work in a global environment! Taking orders, checking inventory, arranging shipments, shipping duties (Tokyo, contract employee) |
| Company Name | Du Pont Japan Kabushiki Kaisha |
| Activated / Updated | 2024-04-23 / 2024-04-26 |
| Job Type | Administrative - Logistics/Materials & Purchase Control Administrative - International Trading Administrative - Sales Assistant/Clerical/Receptionist |
| Industry | Chemicals/Petro-Chemicals |
| Location | Asia Japan Tokyo |
| Job Description | <p>\Attractive Points/ ◆It has a history of over 220 years! American Headquarters Global Company ◆You can make good use of your English as you are a combination of both foreign and Japanese backgrounds. ◆Job where experience in sales, supply chain, and trade affairs can be utilized</p> <p>[Position overview] We are currently recruiting for a customer service position at the DuPont Japan Group's Tokyo headquarters.</p> <p>You will be assigned to the Customer Service Team of the Electronics & Industrial Division, which provides solutions in various industrial fields.</p> <p>If you join us as a Customer Service Representative, you will be a specialist in ordering and placing orders, primarily handling customers in the semiconductor business.</p> <p>The expected roles are as follows.</p> <p>◆Responsible duties: Domestic ordering, inventory confirmation, shipping arrangements, shipping, etc. ◆Process customer orders in a timely manner after checking their accuracy. ◆ Accurately understand customer requests, provide high quality services, and maintain high customer satisfaction.</p> <p>[Work details] -Receives and processes domestic and export orders via fax and email and verifies accuracy. Performs order entry duties in accordance with established procedures and guidelines. - Responsible for handling inquiries and orders, including delivery instructions and shipping management. Also involved in collection of accounts receivable. • Monitor the status of unpaid orders. Take appropriate measures as necessary to meet delivery deadlines. • Take necessary actions within the scope of sales policy to resolve customer requests such as order changes with a first call. Contact appropriate partners in a timely and efficient manner to resolve various order issues. - Establish healthy business relationships with customers and work closely with the sales team to achieve customer satisfaction. - Work in collaboration with various partner departments including sales team, supply chain, logistics, finance, and external warehouses. - Perform work in compliance with company policies, procedures, and legal requirements. If necessary, provide advice to management based on the situation in the assigned area. -Support other group members' work as necessary. • Provide sales-related information (sales order volume, comparison with forecast volume, etc.) to the business side. - Serve as the point of contact for SAP Order-To-Cash (a system for receiving and placing orders).</p> |
| | <p>[Company culture/office atmosphere] The team has many women and values teamwork. We often cover each other's work, creating a workplace where there is a culture of mutual respect and mutual</p> |

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| Company Info | <p>support.</p> <p>[Measures to prevent passive smoking] No smoking indoors as a general rule</p> |
| Working Hours | <ul style="list-style-type: none"> • Working hours: Actual working time 7.5 hours • Flextime system: Core time 11:00-15:00 • You can adjust your time outside of core time to suit your own lifestyle by coordinating with your team members. |
| Qualifications | <ul style="list-style-type: none"> ◆Required skills/experience <ul style="list-style-type: none"> • University graduate or above • Communication skills in English • Experience in customer service, ordering, trade administration, etc. ◆Welcome skills and experience <ul style="list-style-type: none"> • Supply chain experience ◆ Desired person image <ul style="list-style-type: none"> • Those who have the skills to communicate smoothly with related parties (including verbal, telephone, listening, and written communication skills) • People who have the skills to efficiently cooperate with customers and related internal departments to carry out work. • People who have the skills to pay attention to detail and carry out work accurately |
| English Level | Daily Conversation Level (TOEIC 475-730) |
| Japanese Level | Fluent(JLPT Level 1 or N1) |
| Chinese Level | None |
| Salary | <p>JPY - Japanese Yen JPY 3500K - JPY 5500K (Month salary : JPY - Japanese Yen JPY 291.667K - JPY 458.333K)</p> |
| Salary Description | <p>Social Insurance Commuting/ Transportation Allowance</p> |
| Holiday Description | <ul style="list-style-type: none"> • Saturdays, Sundays, holidays, year-end and New Year holidays, and founding anniversary • Annual paid vacation • Special paid leave (ceremonial occasions, etc.) • Personal injury and sick leave •Childcare leave • Nursing care leave • Menstrual leave, etc. |
| Job Contract Period | <ul style="list-style-type: none"> • Contract period: No fixed period • Trial period: Yes (6 months) |
| Nearest Station | <p>■Tokyo Dupont Japan Head Office Sanno Park Tower, 2-11-1 Nagatacho, Chiyoda-ku, Tokyo 100-6111</p> |