

## Job Detail

Staff Level

Position Title	[Tokyo/Contract employee/3 days a week] Looking for customer service (women welcome! English can be used)
Company Name	Du Pont Japan Kabushiki Kaisha
Activated / Updated	2024-04-23 / 2024-04-26
Job Type	Administrative - International Affairs Administrative - Sales Assistant/Clerical/Receptionist Customer Service - Customer Support
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.  ◆Work 3 days a week. Able to work while balancing family life  ◆Job where experience in sales, supply chain, and trade affairs can be utilized</p> <p>[Introduction]  DuPont, with a history of over 200 years and world-class technological development capabilities, is expanding its business worldwide.</p> <p>As the core of the Asia-Pacific region, DuPont Japan Co., Ltd., the Japanese subsidiary of DuPont, is responsible for manufacturing, import/export, sales, research and development, and technical services in the region, and we are always looking for excellent human resources. Masu.</p> <p>[Position overview]  We are currently recruiting for a customer service position at the DuPont Japan Group's Tokyo headquarters.</p> <p>As a customer service representative, I will mainly be responsible for ordering and placing orders. We will take care of a series of orders, including receiving orders from customers, analyzing the content, confirming accuracy, and processing the orders in a timely and courteous manner.</p> <p>You will be responsible for supporting customer order processing, meeting all customer needs, and maintaining quality service and 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 with various partner departments including sales team, supply chain, logistics, finance, and external warehousing.  - 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>[About the related business]  This customer service is related to the Water Solutions business, which provides</p>

Company Info	<p>cutting-edge water treatment technology to the world. We contribute to markets around the world in a variety of fields, including housing and local government, power generation, health care, and food and beverages.</p> <p>[About work style] At our company, none of our products are completed in one country, and we always utilize our global network to carry out our work. Therefore, we use English every day to conduct our work through email, phone calls, and video conferences.</p>
Working Hours	<p>9:00~17:30</p> <ul style="list-style-type: none"> <li>• Working hours per day: 7.5 hours actual working time</li> <li>• Work 3 days a week</li> </ul>
Qualifications	<ul style="list-style-type: none"> <li>◆Required skills/experience <ul style="list-style-type: none"> <li>• Communication skills in English</li> <li>• Experience in customer service, ordering, trade administration, etc.</li> </ul> </li> <li>◆Welcome skills and experience <ul style="list-style-type: none"> <li>• Supply chain experience</li> </ul> </li> <li>◆The image of the person you are looking for <ul style="list-style-type: none"> <li>• Those who have the skills to communicate smoothly with related parties (including verbal, telephone, listening, and written communication skills)</li> <li>• People who have the skills to efficiently cooperate with customers and related internal departments to carry out work.</li> <li>• People who have the skills to pay attention to detail and carry out work accurately</li> </ul> </li> </ul>
English Level	Daily Conversation Level (TOEIC 475-730)
Japanese Level	Business Level(JLPT Level 2 or N2)
Chinese Level	None
Salary	<p>JPY - Japanese Yen JPY 2000K - JPY 2500K (Month salary : JPY - Japanese Yen JPY 166.667K - JPY 208.333K )</p>
Salary Description	<ul style="list-style-type: none"> <li>• Overtime pay will be paid separately</li> <li>• No bonus</li> <li>• Full transportation expenses</li> </ul>
Job Contract Period	<ul style="list-style-type: none"> <li>• Employment type: Contract employee</li> <li>• Employment period: 6 months (Employment extension and promotion as a full-time employee is possible depending on individual performance)</li> </ul>
Nearest Station	<p>■Tokyo dupont headquarters Sanno Park Tower, 2-11-1 Nagatacho, Chiyoda-ku, Tokyo 100-6111 1 minute walk from Tameike-Sanno Station</p>