

## Job Detail

Staff Level

|                     |   |
|---------------------|---|
| Position Title      | [Customer Support] Work at a semiconductor distributor (visa support available/almost no overtime)  |
| Recruiter Company   | Pasona Inc. Global department／株式会社パソナ グローバル事業本部   |
| Company Name        | Company name is private   |
| Activated / Updated | 2024-04-12 / 2024-05-31   |
| Job Type            | Customer Service - Customer Support<br>Sales/AE - Customer Success/Client Success<br>Administrative - Sales Assistant/Clerical/Receptionist   |
| Industry            |   |
| Location            | Asia Japan Tokyo  |
| Job Description     | <p>◎You will be in charge of customer support (inquiry desk) at the Japanese subsidiary of an electronic parts manufacturing distributor company with its headquarters in the US.</p> <p>[Specific duties]</p> <ul style="list-style-type: none"><li>• Respond to inquiries from purchasing and procurement staff of manufacturers who have visited our website.</li></ul> <p>*Around 20 inquiries per day</p> <p>*Mainly respond to emails and phone calls.</p> <p>*If data entry is required, we will request the local team in Vietnam.</p> <ul style="list-style-type: none"><li>• We will make appropriate suggestions depending on the inquiry.</li></ul> <p>*Explanation of handled products, inventory confirmation, delivery date adjustment, contract status, etc.</p> <p>[Office] Japanese subsidiary, 13 people. Has functions of marketing, sales, e-commerce customer service, and finance.</p> <p>[Reporting line] Customer Support Manager (Japanese)</p> |
| Company Info        | [Foreign capital] [Japanese subsidiary with 3,700 global employees] Global sales are expected to double from approximately US\$2 billion in 2020 to approximately US\$4 billion in 2022. Looking at sales by region, all regions exceed US\$1 billion.  |
| English Level       | Business Conversation Level (TOEIC 735-860)   |
| Japanese Level      | Fluent(JLPT Level 1 or N1)  |
| Salary              | JPY - Japanese Yen JPY 4000K - JPY 5500K  |