

## 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 / 2024-04-22
Job Type	Customer Service - Customer Support Sales/AE - Customer Success/Client Success 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