

Job Detail

Manager Level

Position Title	Order Fulfillment Manager position at American Medical company
Recruiter Company	Michael Page International Japan K.K./マイケル・ページ・インターナショナル・ジャパン株式会社
Company Name	Company name is private
Activated / Updated	2024-05-13 / 2024-05-13
Job Type	Customer Service - Call Centre Manager/SV
Industry	Medical devices
Location	Asia Japan Osaka
Job Description	<p>Under the direction of the Customer Service Director and in cooperation with outsource company, adjust work priorities and optimize personnel assignments according to daily order progress to ensure the required order cut time of customer orders.</p> <p>Description</p> <ul style="list-style-type: none"> • Monitor the progress of operations in the supply chain from Order to Cash and confirm that operations are running smoothly. • Improve internal and external services in Consignment business(short-term and long-term lending) and sales operations. • Coordinate work priorities with outsourcing companies to meet customer order cut time as necessary. • The position will measure and visualize work productivity, work quality, and customer service performance, and formulate and implement measures for improvement. • Improve and standardize various business processes and procedures to contribute to smoother business operations. • The team identifies areas for improvement in the Order Processing team's operations in order to meet the order cut time, and promotes improvement activities aimed at establishing a more effective operational structure. <p>Profile</p> <ul style="list-style-type: none"> • Experience in Customer Service field work planning and coordination with related departments, as well as supervisory duties such as center work orders • Experience as a user of various integrated systems (ERP) such as SAP or Oracle • Lean Six Sigma methodology, statistical analysis, and root cause analysis <p>Job Offer</p> <p>1</p> <p>Global Presence: My client has a strong global presence, with operations in over 100 countries. This extensive reach enables the company to effectively serve healthcare providers and patients worldwide, contributing to its market leadership and growth opportunities.</p> <p>2</p> <p>Partnerships and Collaborations: My client collaborates with healthcare professionals, academic institutions, and industry partners to drive innovation and advance medical technology. By fostering partnerships, they stay at the forefront of medical advancements and continues to deliver impactful solutions.</p> <p>3</p>

	<p>Commitment to Sustainability: My client is committed to sustainability and corporate responsibility. The company implements environmentally friendly practices throughout its operations, including energy-efficient manufacturing processes and waste reduction initiatives, aligning with the growing demand for sustainable healthcare solutions.</p>
Company Info	<p>My client is a leading medical technology company that offers a range of innovative products and services in medical devices, surgical equipment, and orthopedic implants.</p>
English Level	<p>Daily Conversation Level (TOEIC 475-730)</p>
Japanese Level	<p>Fluent(JLPT Level 1 or N1)</p>
Salary	<p>JPY - Japanese Yen JPY 10000K - JPY 13000K</p>