

Strategic Customer Support (m/f/d)

Vicinity Düsseldorf

Our client is a globally acting Japanese company specialized in the industrial industry.

The office in Düsseldorf area is now looking for an ambitious Strategic Customer Support (Manager). Depending on the experience it is also possible to directly start in a manager position.

Your tasks

In this position you will act as the "Face" of the Company in Europe. Your tasks include:

- Customer support for all European customers regarding products, delivery and any possible questions
- Analyzing customer situations, investigating problems, and providing strategic solutions
- Being the communication interface between customers in Europe and the sales division in Japan
- Business travel withing Europe
- Handling of quality issues and requesting quotations

Your profile

- Completed University degree or vocational training, preferably with Japan connection
- Experience in a similar position with Japanese companies, preferably in the automotive or other industrial fields
- Very good communication skills, ability to cooperate and work in a team
- Driver's license and driving experience

Required languages:

- Business fluent English and Japanese skills
- German skills advantageous, but not mandatory

Benefits

- Full time hybrid position with a 40 hr. week
- Availability: as soon as possible, negotiable
- Commuting costs will be paid

Contact

If you have any questions regarding this position, please contact Miho Ouchi under +49 211-749 686-38.

We look forward to receiving your application!

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