

Yamato Transport Europe B.V. (Amsterdam Branch) is looking for a

### **“Customer Service Employee”**

As a Customer Service Employee you are going to take care of all customer service tasks for the online purchase of Japanese consumers in Japan.

#### **Tasks:**

- Explain the Japanese VAT & customs regulations to the Japanese consumers;
- Arrange delivery date, customs information, Invoice, shipping, documentation. This has to be done in Japanese;
- Yamato has to invest and pack the merchandises which are delivered to us;
- We report the condition of merchandise to our customer every day and inform them if wrong items are delivered;
- Set up packing lists, export documents;
- Communication with customer and consumers by email, telephone or face to face about all sort of questions.

#### **Your profile**

- Accurate;
- Customer friendly;
- Proactive, flexible attitude;
- Strong communication skills;
- Knowledge and understanding/experience with logistic operation;
- PC skills: Windows, MS Office;
- Excellent verbal and written communication skills in English are essential: you should be able to communicate with our partners abroad and in the Netherlands
- Excellent verbal and written communication skills in Japanese language skills are highly preferred: you should be able to communicate with our Japanese speaking customers and partners
- Understanding of Kanji is preferred;
- Work permit holder for The Netherlands.

#### **Offer & benefit**

- Period 12 months - Salary € 1,800 gross/month - Commuting allowance - Full-time 40.00 hours per week

#### **Contact for information & application:**

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