

<b>Job Details</b>			
Job Title:	Assistant Manager or Manager	Department:	Customer Service After Sales Department
Location:	Tokyo		
<b>Reporting</b>			
Reports To	General Manager, Canadian Solar Japan KK		
Subordinates	Yes		
<b>Position Summary</b>			
Oversees mainly field service operations in the Customer Support Department, which is responsible for after-sales field service operations, technical support and quality assurance operations, and the issuance and review of product warranties.			
<b>Duties and Responsibilities</b>			
<ul style="list-style-type: none"> <li>Oversee the field service operations, including progress management of after-sales activities, field service utilization management, customer reporting, management of collaboration with external subcontractors, and annual budgeting.</li> <li>Maintain a database of after-sales activities and report on these activities to top management.</li> <li>Collaborate with internal and external parties to address quality issues with our modular products and peripherals.</li> <li>Develop inventory plans for products and parts for maintenance and replacement.</li> <li>Liaise with the CS department at headquarters to discuss quality issues and share information in English on a regular basis.</li> <li>Plan the hiring, training, and evaluation and execute performance review of Customer Support Section staff.</li> </ul>			
<b>Qualifications and Experiences</b>			
Education & Training	Bachelor's degree or being equivalent in experiences and knowledges		
Skills & Abilities	<ul style="list-style-type: none"> <li>Familiar with process control and work planning, able to think big picture and be aware of and pursue overall profit as well as familiar with Failure Assessment.</li> <li>Strong with numbers and an understanding of the activities and factors behind the numbers</li> <li>Ability to build trust and collaboration with relevant cross functional departments within the company including Sales, Product Management.</li> </ul>		
Knowledge & Experiences	<ul style="list-style-type: none"> <li>Field service experience (minimum 3 years) in the electrical and electronics field in the past career</li> <li>Experience in people management (5+ people for a minimum of 2 years)</li> <li>5 years of experience in after sales service manager.</li> </ul>		
Languages	<ul style="list-style-type: none"> <li>Japanese native (written and speaking)</li> <li>Business English (TOEIC 800 or being equivalent)</li> </ul>		
<b>Preferable Qualifications and Experiences</b>			
Chinese			

Approved By; (Name, Title)

Date: February 14, 2024