

# Customer Relation Management

## **Short description of department's responsibility**

As intern at our MBJ office in Shinagawa you will have the opportunity to experience an intercultural working environment of a leading luxury car manufacturer.

You will improve your language skills by communicating in our team as well as through the company. Furthermore you will deepen your expertise about Customer Relation Management related tasks by assisting employees in their daily duties.

As part of our team you tasks will be:

## **Description of Trainee tasks**

### 1. Data Management (50%)

- CRM DB and Sales Funnel data management support
- Agency Communications data management support
- Reporting
- Administration

### 2. Project support (40%)

- Support for several projects in CRM sections
- Status management (e.g. meeting arrangement, documentation etc.)
- Budget management
- Support of project related tasks

### 3. Other tasks (10%)

- Support of CRM related tasks
- Support daily office work (e.g. organize meetings, update systems)

## **Required specialized knowledge:**

- Study of economy, language or business administration
- Fluent Japanese (JLPT N2 or higher; esp. very high level of spoken Japanese is required)
- Microsoft office skills (e.g. Word, Excel, Outlook)

## **Preferred language abilities:**

- Fluent English (B2/C1)

**Preferred skills:**

- High communication skills
- Analytical skills
- Project and process management experience is a plus
- Work experience in financial area is a plus

If you are interested in the above position, please send your:

-Cover Letter

-CV (with a picture not older than 6 month)

-Transcript of records from your university

-Japanese Self-Introduction (500 characters)

-If applicable certificates/references of previous internships, work experiences, language skills etc.

...directly to the following email address: **dcjhra.trainee@daimler.com**

\*Please do not attach packed files, e.g. zip files.