



Customer Account Representative

Daikin is committed to good corporate citizenship, providing new employment opportunities at our various sites. The company also makes every effort to contribute materially to the well-being of all aspects of the communities in which we work and live.

Summary / Objective:

The primary responsibility for this position will be to act as a liaison between Daikin America Inc. customers, sales representatives and internal stakeholders. The ideal candidate for this position is expected to anticipate and respond to the needs of the customers and be passionate in providing exceptional customer service. Perform tasks with general supervision in accordance with company policies and procedures.

Qualifications:

- Minimum of a high school education, college degree preferred
- Minimum 3-years experience related to customer service functions
- Must be in current position minimum of 6 months.

Knowledge, Skills, and Abilities:

- Ability to work across Japanese American cultural lines
- Excellent interpersonal skills
- Excellent telephone manners
- Attention to detail
- Ability to work in a team environment
- A good understanding of SAP, Microsoft Office Suite and Infor/CRM

Competencies:

- Possess a positive friendly attitude
- Ability to work well with others
- Be patient and compassionate when dealing with customer needs
- Following through with open items to a successful resolution
- Communicate clearly in a positive manner
- Multitask, prioritize and meet deadlines all with the highest level of attention to detail

Essential Functions:

- Prompt, regular, and dependable attendance is an essential function of this job.
- Process orders in SAP received via phone, e-mail or fax
- Verify pricing and special requirements prior to allocating orders
- Process Customer Corrective Actions when necessary
- Forward technical problems to an appropriate person
- Keep customers and sales representatives informed of any type of service delays
- Always keep your salesperson current on territory issues
- Handle clerical type responsibilities such as maintaining files in a timely manner
- Process and obtain approval for special requirements
- Ensure all transactions are monitored to completion
- Participate in monthly customer service meeting
- Process consignment usage billing monthly ensuring accuracy
- Balance customer inventory to SAP
- Additional assignments as deemed necessary by management

Position: Non-Exempt – Resume Required for Qualified Candidates

This posting will expire internally on September 28, 2026.

Daikin America, Inc., the world's foremost developer and manufacturer of fluorochemical products, has exceptional opportunities for dynamic, collaborative individuals who share our values and beliefs in Safety, Environment, and Quality. Daikin America's excellent compensation and benefit structure provides health and medical insurance (including dental and vision), paid vacation and holidays, retirement plan, and bonus eligibility.

Daikin America, Inc. is an equal opportunity employer.

Job Type: Full-time