



WHITE RABBIT JAPAN

## 物流管理マネージャー（在庫管理・スタッフのマネジメント等） / Fulfillment Manager

！Eコマース、物流関連業界の経験者歓迎！英語が飛び交う環境があなたを成長させます

## Job Information

**Hiring Company**

White Rabbit Japan G.K.

**Subsidiary**

White Rabbit Japan

**Job ID**

1242541

**Industry**

Other (Distribution, Retail, Logistics)

**Company Type**

International Company

**Non-Japanese Ratio**

Majority Non-Japanese

**Job Type**

Contract

**Location**

Kanagawa Prefecture, Yokohama-shi Naka-ku

**Train Description**

Minatomirai Line, Motomachi Chukagai (Yamashita Kouen) Station

**Salary**

5 million yen ~ 8.5 million yen

**Work Hours**

10:00~19:00 残業は月平均10 - 20時間前後

**Holidays**

土日・祝日休み、もしくは土祝+平日一日休み 年間休日120日

**Refreshed**

July 9th, 2024 03:00

## General Requirements

**Minimum Experience Level**

Over 3 years

**Career Level**

Mid Career

**Minimum English Level**

Business Level

**Minimum Japanese Level**

Fluent

**Minimum Education Level**

High-School or Below

**Visa Status**

Permission to work in Japan required

## Job Description

- ・服装カジュアル
- ・残業少なめ（月平均10時間前後）
- ・希望あれば正社員登用もあります

ホワイトラビットジャパンは、日本の売り手と海外の買い手間におけるEコマースの向上に取り組んでいます。この取り組みの中心を担うものが、Japan RabbitおよびBlackshipです。

Japan Rabbitを利用することで、世界中の何万人もの人々や企業が容易に、日本から商品を購入することができます。Blackshipを利用すると、企業や個人が日本から迅速に、安全に荷物を転送することができます。

海外向けEC運営企業である当社の物流倉庫で現場管理、作業管理、倉庫内勤務の従業員の管理担当として、一緒に働いてくれる方を探しております！

### 【具体的な業務内容】

- ・作業指示、人員配置、スケジュール管理
- ・倉庫内勤務スタッフの採用、トレーニング
- ・スタッフのKPI、1on1の実施
- ・構内の安全確保のための物理的対応と関連部署との調整
- ・商品の入出荷作業の作業計画・進捗管理

The Fulfillment Manager ensures fulfillment operations are executed in a timely, quality, and cost-effective manner. As the primary representative for Fulfillment ops, you'll work under the Director of Operations. You'll lead a diverse and team of 15+ who handle receiving, storage, shipping, and other fulfillment-related work requests for our proxy-buying and package forwarding services.

**Our operations are complex, and you'll need to coordinate with our shipping partners, in Japanese, to manage many exceptions such as prohibited items, returned packages, and insurance claims.**

You'll monitor performance and track KPIs and lead your team to continuously improve day-to-day fulfillment processes. As Fulfillment Manager, you'll also coordinate with Engineering and Customer Support teams on initiatives to evolve our processes, tools, and management systems.

### ■As a Fulfillment Manager at White Rabbit, you'll 【具体的な仕事内容】

- Work effectively in a fast-paced, dynamic work environment by managing resources and time across fulfillment activities.
- Partner with Engineering, Customer Support, and upper management to generate ideas, leverage resources, and share information to evolve fulfillment processes, tools, and management.
- Solve problems and produce solutions by collecting and analyzing data, identifying alternatives when circumstances change, and seeking out responsibilities beyond the job.
- Elevating the operational effectiveness of fulfillment operations to meet the increasing market demand
- Establishing an effective method of measuring industry-standard fulfillment metrics. Use the data to analyze operations performance and identify opportunities and improvements.
- Maintaining and growing relationships with 3rd party shipping partners.
- Onboarding and training of new fulfillment specialists.
- Engage potential candidates and evaluate their fit for open roles.
- Setting and adjusting schedules to meet the growing seasonality demand

## Required Skills

### ■Minimum qualifications

- Bachelor's degree or equivalent practical experience.
- Fluency in verbal and written communication skills in Japanese and English
- 1 years of experience EC or Logistic industry.
- A passion for innovative thinking, operational excellence, and a growth mindset.

### ■Preferred qualifications

- Communication and coaching skills, including the ability to evaluate performance and provide feedback.
- Ability to master analytics, basic modeling, and make presentations to executive management.
- Experience working in a startup.

**Location:** 神奈川県横浜市中区新山下1-15-11 コクサイエアロマリン新山下倉庫2階  
 ↳ みなとみらい線 | 元町・中華街駅 徒歩6分

**Work time:** 10:00~19:00 残業は月平均10時間前後

**Salary:** 想定年収：500万~850万 経験により、相談の上、年収を決定します。

昇給／年1回、賞与／年1回（12月）業績、能力によって支給するかしないか決まります。

**Holiday:** 年間休日120日

**Benefit:** 各種社会保険完備・定期健康診断・フィットネス支援・パーソナルデベロップメント支援・メンタルヘルス支援・服装自由・交通費規定内支給

**The other:** 入社時は『契約社員』の雇用となります。数年の在籍期間（2～3年程度）を持つ社員を対象として、業務遂行力・行動姿勢などを評価する社内審査を実施。審査通過者を正社員として登用致します。

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## Company Description

**Buy from Japan, easier than ever.**

A Japan shopping service that puts customer service first.

White Rabbit Express makes it simple and easy for overseas shoppers to buy-and-ship nearly anything from Japan.

As pioneers of proxy service in Japan, we understand the pain points when it comes to buying from Japan. We handle all of the logistical, backend details—ordering, payments, and shipping—so you don't have to.

- OMG Japan
- White Rabbit Express