



Bilingual Customer Service ◆ 物流、貨物輸送、ホスピタリティ/ホテル業界でのカスタマー対応経験

★海外クライアントの（外資企業、大使館など）リロケーション支援

Job Information

Hiring Company

UniGroup Worldwide-Japan

Job ID

1480167

Industry

Other (Distribution, Retail, Logistics)

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

3.5 million yen ~ 4.5 million yen

Refreshed

July 30th, 2024 10:00

General Requirements

Minimum Experience Level

Over 1 year

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

Native

Minimum Education Level

Associate Degree/Diploma

Visa Status

Permission to work in Japan required

Job Description

Essential Duties and Responsibilities:

- Handling Import & Export Job Files as well as Intra-Japan files.
- Liaison with different parties including suppliers, customs broker, freight forwarders, overseas partners offices to ensure a smooth door to door services.
- Handling of complaints, service recovery, claims and insurance
- Overall Coordination – vendor relations, client contacts, shipping document management, correspondences with involved parties, operation statistics management assistance.
- Vendor Management—Service Quality Control and Improvement.
- Billing of invoices to meet deadlines and AR / AP invoice management assistance.
- Overall Coordination for Branch Manager— survey set-up, quote follow-up / job closing assistance, client contacts, and sales statistics management assistance.
- Cooperate with Branch Manager or Sales for Job related matters.
- Assisting Branch Manager for office general affairs management.

About UniGroup

UniGroup is a cooperative committed to delivering industry-leading transportation solutions for its customers and members. Focused on a premier customer experience with an emphasis on quality and innovation, UniGroup is the nation's largest household goods relocation organization, with a portfolio of world-class brands including United Van Lines, Mayflower Transit, UniGroup Logistics and UniGroup Worldwide.

Required Skills**Qualifications:**

- First/Primary language Japanese with strong English language skills in written and oral English.
 - Previous experience in Freight Forwarding, International Trade, International Hotel or foreign organization is preferred.
 - Strong organizational and logistical coordination skills
 - Ability to communicate effectively in writing and in-person
 - Strong interpersonal skills with a high degree of professionalism
 - Strong attention to detail
 - Strong capacity to prioritize and multitask under a set timeline
 - MS Office (Word, Excel, PowerPoint) and basic computer literacy is required
 - Colleague diploma or above
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Company Description