

## CS and Logistics Manager for Global FMCG Player

### CS and Logistics Manager - Global FMCG

#### Job Information

##### Recruiter

Michael Page

##### Job ID

1502536

##### Industry

Retail

##### Job Type

Permanent Full-time

##### Location

Tokyo - 23 Wards

##### Salary

9 million yen ~ 12 million yen

##### Refreshed

November 11th, 2024 11:17

#### General Requirements

##### Career Level

Mid Career

##### Minimum English Level

Business Level

##### Minimum Japanese Level

Native

##### Minimum Education Level

Bachelor's Degree

##### Visa Status

Permission to work in Japan required

#### Job Description

The current team is looking for someone who can lead optimization projects within customer service and logistics operations. The role shall coordinate all activities of direct contact to customers in case of need, and supporting the sales department in managing proper communication flow to solve any arising problem.

##### Client Details

A major global player in the FMCG industry

##### Description

The current team is looking for someone who can lead optimization projects within customer service and logistics operations. The role shall coordinate all activities of direct contact to customers in case of need, and supporting the sales department in managing proper communication flow to solve any arising problem. Main responsibilities include:

- Team management and train team members to grow as professional Logistics & Customer Service members
- Coordinating the relationship with outsourcing partners (Customer Service and 3PL)
- Interacting with key stakeholders to ensure that the products are safely transported from sourcing location to the

clients

- Act as reference point towards global COEs framework and practices
- Act as Key Users for systems and process innovation for its areas of responsibility
- Manage all logistics and customer service related activities for new launch products.

#### **Job Offer**

- Good WLB and a clear career path
- Chance to make a significant impact in the organization

To apply online please click the 'Apply' button below. For a confidential discussion about this role please contact Davide Capretta at +81 3 6832 8675.

---

#### **Required Skills**

- Candidates who are project-oriented and capable of driving improvements, rather than someone focused solely on daily operations.
  - The operations are becoming more complex, so it's essential for applicants to be able to logically explain improvement plans.
  - CS background - someone who can communicate effectively and understand the context of discussions with the CS Supervisor
  - Strong leadership skills are a must.
  - Candidates from the FMCG or B2C industries are preferred.
  - Experience in the alcohol and beverage industry is a plus but not required.
  - Japanese native level + English proficiency in reading, writing, and communication.
- 

#### **Company Description**

A major global player in the FMCG industry