

CS and Logistics Manager for Global FMCG Company

CS and Logistics Manager - Global FMCG

Job Information

Recruiter

Michael Page

Job ID

1506214

Industry

Retail

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

9 million yen ~ 12 million yen

Refreshed

November 22nd, 2024 17:00

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.
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Company Description

A major global player in the FMCG industry