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Customer Support Job at Global Logistics Company

Logistics Customer Support Specialist!

Job Information

Recruiter
[Michael Page](#)
Job ID

1507656

Industry

Logistics, Storage

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

5 million yen ~ 6 million yen

Refreshed

December 17th, 2024 00:00

General Requirements

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

Utilizing your strong forwarding + market knowledge, you will provide front line support (e.g. answering queries, responding to complaints and feedback) for customers* to ensure customer satisfaction with our products, services and features. *These will be partners developed by the sales reps, support will involve following up, retention and assistance with follow-up queries, reactivations, etc.

Client Details

One of the world's leading logistics companies.

Description

You will provide support for customers/partners developed by sales reps, to ensure customer satisfaction the with company's services. Support will involve answering queries, responding to complaints and feedback, following up, retention and assistance with follow-up queries, reactivations, etc. Main responsibilities will involve:

- To drive customer engagement, satisfaction, retention

- To strengthen operational relations to customer contacts by proactively advising and consulting to ensure customer satisfaction
- To qualify customer inquiries and provide quotations within the given price band, in line with the guidelines, then following up to ensure quotations are accepted + closed
- To support customer onboarding
- To collaborate with Finance + Revenue Care Center (RCC) to adjust credit limits based on daily business development and coordinate measures in case of challenges.
- To document, resolve, analyze all queries and feedback, and identify resolutions/improvement points

Job Offer

- Flexible working schedule with core times between 10am to 4pm
- Partial work from home available
- Special company provided benefits (insurance, pension)

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

The Team in Tokyo is looking for candidates with the following strengths/qualifications:

- Logistics/Freight forwarding experience: coordination and management of goods transport from one location to another
- Experience in Air Logistics a big plus
- Native level of Japanese language
- Business English skills
- Good time management skills

Company Description

One of the world's leading logistics companies.