



PR/117673 | Japanese Speaking Customer Service Liaison

Job Information

Recruiter

JAC Recruitment UK

Job ID

1512704

Industry

Logistics, Storage

Job Type

Permanent Full-time

Location

United Kingdom

Salary

Negotiable, based on experience

Refreshed

April 2nd, 2025 22:00

General Requirements

Minimum Experience Level

Over 3 years

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

Business Level

Minimum Education Level

Associate Degree/Diploma

Visa Status

No permission to work in Japan required

Job Description

Title

Japanese Speaking Customer Service Liaison

Salary

£22,000 - £26,000 per annum

Job profile

A Japanese global freight forwarding company are looking for an CS Liaison.

Key Responsibilities:

- Serve as the primary point of contact for clients moving internationally, providing guidance and support from initial inquiry through the completion of the move.
- Coordinate with international moving teams, shipping companies, and customs agents to ensure timely and efficient service delivery.
- Assist clients with all documentation and requirements related to customs, shipping regulations, and import/export processes.
- Handle inquiries, concerns, and complaints from customers, resolving issues quickly and efficiently to ensure customer satisfaction.
- Provide clients with quotes, timelines, and updates on the status of their relocation, managing expectations and keeping them informed throughout the process.
- Maintain detailed records of all customer interactions, shipments, and documentation using customer relationship management (CRM) systems.
- Work closely with internal teams (logistics, operations, sales) and external vendors to ensure smooth coordination of all moving services.
- Monitor and track shipments, proactively addressing any potential delays or problems and communicating updates to clients.
- Support the preparation of cost estimates, invoices, and other related documentation for international moves.
- Identify opportunities for process improvements to enhance the overall customer experience.

Qualifications and Skills:

- Previous experience in customer service, preferably within the logistics, relocation, or international moving industry.
- Strong organizational and multitasking skills, with the ability to manage multiple client requests simultaneously.
- Excellent verbal and written communication skills in English and Japanese.
- Familiarity with international shipping regulations, customs requirements, and documentation for overseas relocations.
- Ability to work well under pressure and handle challenging situations with professionalism and patience.
- Proficiency in using office software (Microsoft Office, Excel, etc.).
- Strong problem-solving abilities and attention to detail.
- Customer-focused with a positive attitude and strong sense of responsibility.

Preferred Qualifications:

- Experience working in the international moving or logistics industry.
- Knowledge of import/export regulations and customs documentation.

Location

West London

Hours

Mon – Friday 0900am – 0500pm

Visa

Eligible to work in the UK (inc YMS VISA)

About our client

A Japanese global freight forwarding company

****We regret to inform applicants that only shortlisted candidates will be notified. Thank you for your understanding.

#LI-JACUK

#citylondon

Company Description