



## 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**

December 24th, 2024 10:54

### 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