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Customer Service at Global Logistics Company

Logistics Customer Support Specialist!

Job Information

Recruiter

[Michael Page](#)

Job ID

1514363

Industry

Logistics, Storage

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

5 million yen ~ 7 million yen

Refreshed

January 2nd, 2025 17:46

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

The CS Representative will facilitate the operations of all shipments (air and domestics transportation). You will ensure timely and movement of freight and information; this includes processes from booking through the confirmation of shipping.

Client Details

One of the world's leading logistics companies.

Description

The CS Representative will facilitate the operations of all shipments (air and domestics transportation). You will ensure timely and movement of freight and information; this includes processes from booking through the confirmation of shipping. Main responsibilities will involve:

- Communicates with customers and vendors to ensure the shipment moves smoothly.
- Handles customer and vendor billings.

- Responds to escalated shipment problems, matters, and delays from the team and works with management to handle them with a high sense of urgency.
- Schedules and dispatches agents/drivers to appropriate locations according to predetermined schedules, customer requests, and/or immediate needs
- Communicates with agents/drivers and origin and destination location agents regarding shipment status, special handling, and delivery processes

Job Offer

- Diverse and international job scope
- Dynamic environment for a great career development

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:

- Experience in the industry and in a similar role (logistics/freight forwarding)
- Good customer service skills dealing with a variety of people
- Fluent level of Japanese language and business English skills
- Available to work different shifts which will include evenings, weekends, and public holidays.
- Good time management skills, ability to organize information

Company Description

One of the world's leading logistics companies.