

## CAMPARI GROUP

### Customer Service & Logistics Manager

#### Job Information

**Hiring Company**[CAMPARI JAPAN Ltd.](#)**Job ID**

1516722

**Industry**

Specialized Import, Export

**Job Type**

Permanent Full-time

**Location**

Tokyo - 23 Wards

**Salary**

Negotiable, based on experience

**Refreshed**

January 31st, 2025 16:01

#### General Requirements

**Minimum Experience Level**

Over 6 years

**Career Level**

Mid Career

**Minimum English Level**

Fluent

**Minimum Japanese Level**

Fluent

**Minimum Education Level**

Bachelor's Degree

**Visa Status**

Permission to work in Japan required

#### Job Description

**About the job****BE YOUR CAREER MIXOLOGIST**

After all, we are like mixologists that innovate the icons. Independent-minded people enjoying each other's fresh perspectives. Each of us brings their own "Twist" that accentuates the whole, seizing opportunities and growing everyday.

Shake things up with your unique expertise and desire to grow, by applying to the internal careers opportunities we offer to all our employees.

**General Description**

Campari Group is a major player in the global spirits industry, with a portfolio of over 50 premium and super premium brands, including Aperol, Campari, X-Rated, SKYY, SKYY Blue, Wild Turkey, Wild Turkey RTD, The Glen Grant, and Grand Marnier. The Group was founded in 1860 and today is the 6th largest player worldwide in the premium spirits industry. Listed on the Italian Stock Exchange, it has a global distribution reach, trading in over 190 nations around the world with leading positions in Europe and the Americas.

Campari Group has great ambitions in Asia, and Japan play an instrumental role in expanding the Group's business in this continent. Campari Japan directly manages brand equity development through above and below the line initiatives .

### **Mission/Objectives**

Coordinate the relationship with outsourcing company (Customer Service and 3PL) , interacting with key stakeholders to ensure that our products are safely stored and transported from sourcing location to our clients. Respecting agreed timelines and correctly managing all aspects related to costs and duties. The role shall coordinate all activities of direct contact to customers in case of need, supporting the sales organization in managing proper communication flow to solve any arising problem, and proactively addressing any issue as they might emerge.

### **Key Responsibilities and activities**

This role has a primary responsibility to manage Logistics and Customer Service for Japan markets, operating through local outsourcing company (Customer Service and 3PL). Also this role has a primary responsibility to develop logistics and customer service capabilities in Japan

In the field of Logistics & Customer Service:

- Responsible for team management and train team member(s) to grow as professional Logistics & Customer Service person(s);
- 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.

In the field of Logistics:

- Create and maintain local SOPs (Standard operating procedures).
- Ensure that customs procedures are applied and respected.
- Coordinate operations with third party warehouses in Japan.
- Manage partners for logistic support activities specific for Japan, leveraging Procurement support.
- Manage inventory levels within Japan with local demand planner.
- Responsible for analyzing the field of Logistics related data and performance and make mid or long term resolution plan to seek further efficiency
- Responsible for management of 3PL vendors; (Share company target & Vision, Set KPI and monthly management, Seek operation improvement,etc.)
- Responsible for logistic cost control; (Control logistic cost, Reduce air freight, Optimize the Logistics cost, etc)
- Define, optimize and coordinate distribution network within Japan.
- Engage with Customers on Customer Collaboration projects related to Logistics

In the field of Customer Service:

- Create and maintain local SOPs (Standard operating procedures).
- Ensure that customer data processing and order procedures are optimized and respected, and systems are timely updated.
- Ensure the Customer Master Data is promptly followed up.
- Responsible for analyzing the field of Customer Service related data and performance and make mid or long term resolution plan to seek further efficiency.
- Responsible for management of Customer Service area; (Share company target & Vision, Set KPI and monthly management, Seek operation improvement,etc.)
- Coordinate distributors' and customers' needs in terms of product information support, acting as reference point for any necessity in terms of data and additional information.
- Proactively manage issues linked to transport delays or product availability, promptly informing the relevant partner.
- Engage with the Sales Organization in optimizing the product flow to customers and distributors.
- Engage with Customers on Customer Collaboration projects related to Order Processing

### **Key Relationships**

Internal: Local SCM members, Regional Customer Service & Logistics, GBS Organization, Tax Team, Commercial Team, Finance Team, All other SC Departments

External: Outsourcing company (Customer Service and 3PL), Suppliers, Customers

People Managers and HR Business Partners at Campari Group are encouraged to have open career conversations with their team members and to support employee's career development. We encourage you to share your decision of applying for this role to your direct manager and/or your local HR.

### **Required Skills**

#### **Education / Professional Qualifications**

- Bachelor degree
- +5 years relevant experience in SCM area. (FMCG industry and/or Chemical industry a plus)

#### **Skills**

- Strong leadership and interpersonal skills to lead 3PL vendors, other departments
- Able to multi-task various projects at one time
- Ability to effectively challenge status quo

- Structured and detailed in their approach to tasks and projects
- Ability to manage desired outcomes
- SAP or other ERP skills
- Strong analytical skills (Strong excel skill is must: Vlookup, Pivot, Sumif )
- Must be able to work independently and in a team environment
- Adaptive/flexible, but firm when required
- Fluency of English is a must, knowledge of another language is a plus

**Required Documents**

Please attach your English CV when submitting your application.

If available, please also submit your Japanese CV/resume.

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Company Description