



Partner Manager - APAC

Worldwide Logistics Company!

Job Information

Hiring Company

[Flash Global Logistics Inc.](#)

Job ID

1518835

Division

Partner Management

Industry

Logistics, Storage

Company Type

Large Company (more than 300 employees) - International Company

Non-Japanese Ratio

(Almost) All Non-Japanese

Job Type

Permanent Full-time

Location

Japan

Salary

Negotiable, based on experience

Refreshed

February 1st, 2025 17:44

General Requirements

Minimum Experience Level

Over 3 years

Career Level

Mid Career

Minimum English Level

Business Level (Amount Used: English usage about 75%)

Minimum Japanese Level

Native

Minimum Education Level

Bachelor's Degree

Visa Status

Permission to work in Japan required

Job Description

POSITION TITLE: Partner Manager

DEPARTMENT: Partner Management

REPORT TO TITLE: Operations Director/Manager

LOCATION: Remote

POSITION SUMMARY

This Manager's role is responsible for the maintenance of existing customer relationships and business control in general in all countries in Asia Pacific. The primary assignment begins with supporting the development of a partner network in Japan, and future responsibilities are to be consulted with and confirmed by the Director/Theatre Director.

To ensure a high level of service quality and consistency in delivering high-level on-time performance to customers in the APAC region, the Manager, North APAC Operations / Partner Manager for Asia Pacific will require working closely with the Directors/Theatre Director and the Partner Management team in Asia to manage relationships with partner agents, cost control, as well as service quality provided by the partners.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Develop and maintain agent relationships across Japan and the APAC region.
 Review KPIs with agent stakeholders and drive performance improvements and corrective actions.
 Ensure quality training and updates are provided to all Flashtrac users in Japan/region.
 Qualify new agents and negotiate service rate agreements under Regional Director's/Operations Director's supervision.
 Perform on-site and virtual audits of partner agents under Regional Director's/Operations Director's supervision.
 Look for opportunities to improve network efficiencies and drive quality improvement.
 Support Client Services Manager to prepare reporting materials for customer review meetings on a weekly, monthly, and quarterly basis.
 Work with Customer Facing Team to develop and build customer reporting as required.
 Support new customer implementations and new service implementations.
 Customer-specific SOP development and updates as needed.
 Maintain service compliance within the agent network.
 Collaborate with the Customer Service department (CSS/DCS/APM) to effectively manage customer relationships, ensuring a consistent delivery of high-quality performance across all interactions with customers in the Asian region. This approach aims to enhance customer satisfaction and build trust, fostering opportunities for future business development.
 Facilitate and actively participate in regular customer review meetings, held weekly, monthly, or quarterly, with the Customer Service department (CSS/DCS/APM). This engagement allows for ongoing evaluation and refinement of service strategies, ensuring continual improvement in meeting customer expectations and maintaining a high standard of customer satisfaction.
 Assist in maintaining customer-required reports on a weekly, monthly, and quarterly basis, aligning with Flash's standard operations, and adhering strictly to the signed Statement of Work (SOW). This ensures consistent and accurate reporting, meeting customer expectations and contractual commitments.]
 Support new customer implementations and develop new pipelines.
 Manage agent relationships under Regional Director's supervision across the region, driving performance improvements and corrective actions.
 Support quality training and updates for all Flashtrac users in the region.
 Support on-site and virtual audits of partner agents under Regional Director's supervision.
 Look for opportunities to improve network efficiencies and drive quality improvement.
 Maintain and drive business margins in the region.
 Manage new business implementation.
 Maintain customer relationships that currently exist in APAC.
 Maintain a high level of compliance in Trade Management business that involves IOR/EOR activities.
 Manage customer-specific SOP development and updates with each stakeholder in the region.
 Understand customer requirements and maintain service compliance within the agent network.
 Be flexible to support all functions of the business, including internal customers.

POSITION REQUIREMENTS:

Consistently meet or exceed KPI .

Consistently meet or exceed customer expectations in both objective and subjective manners.

Be always proactive and responsive to customer requests.

Clearly demonstrate problem-solving capacity and ability to be timely and responsive by working with the team

Be a professional and knowledgeable in Trade compliance and Import and Export activities of high-tech materials.

Be positive and innovative and open to new suggestions and ideas.

Flexibility to travel.

Required Skills

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EDUCATION AND EXPERIENCE REQUIREMENTS

Business level English in both written and verbal communication is required.

Native-level Japanese communication skill.

Familiar with Windows products.

Familiar with Logistics and Supply Chain business.

Experience in After Sales Warranty related Supply Chain.

Excellent knowledge of general Import and Export regulations.

Excellent knowledge of warehouse operation and transportation industry.

FLASH GLOBAL IS AN EQUAL OPPORTUNITY EMPLOYER

ADA and Reasonable Accommodation

An applicant with a disability may request a reasonable accommodation, if needed, to enable the applicant to apply for the job and take part in the job interview. A written request for a reasonable accommodation must be made. We reserve the right to request a physician's statement supporting the accommodation request.

Company Description