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## CUSTOMER SERVICE at Global LOGISTICS Company

### CUSTOMER SERVICE Specialist - LOGISTICS

#### Job Information

**Recruiter**
[Michael Page](#)
**Job ID**

1521396

**Industry**

Logistics, Storage

**Job Type**

Permanent Full-time

**Location**

Tokyo - 23 Wards

**Salary**

5 million yen ~ 7 million yen

**Refreshed**

February 10th, 2025 16:27

#### 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.

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#### **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
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#### **Company Description**

One of the world's leading logistics companies.