


www.michaelpage.co.jp

Supervisor Customer Service - Global AIR Logistics Company

Supervisor Customer Service - Logistics

Job Information

Recruiter
[Michael Page](#)
Job ID

1522458

Industry

Distribution

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

6 million yen ~ 8 million yen

Refreshed

February 18th, 2025 16:00

General Requirements

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

Native

Minimum Education Level

Bachelor's Degree

Visa Status

Permission to work in Japan required

Job Description

This position coordinates reservations and customer service with sales teams, and manages reservation and customer service teams to improve productivity. Create, develop, implement, and monitor procedures and services that increase the profitability and productivity.

Client Details

Our client is a large organization within the Transport & Distribution sector, renowned for their commitment to delivering high-quality services globally. They have a robust presence and are recognized for their dedication to employee development.

Description

- Supervise the reservations and customer service team, ensuring optimal performance
- Manage logistics operations and coordinate transportation procedures
- Maintain high standards of customer service and resolve any related issues
- Implement strategies to improve service efficiency
- Train and mentor staff to foster their professional growth
- Collaborate with other departments to enhance overall operations
- Track and report on team performance

- Ensure compliance with industry regulations and company policies

Job Offer

- A bonus scheme on top of base salary
- Opportunities for professional growth and development
- A supportive and collaborative company culture
- Located in the heart of Tokyo

We encourage all who are interested in making a significant impact in the industry to apply. This is a fantastic opportunity to join a large organization and contribute to its growth and success.

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

- Experience in Air Freight
- Experience in a supervisory role
- Strong knowledge of logistics and transportation procedures
- Excellent customer service skills
- Ability to lead and mentor a team effectively
- Business level of English and high business Japanese

Company Description

Our client is a large organization within the Transport & Distribution sector, renowned for their commitment to delivering high-quality services globally. They have a robust presence and are recognized for their dedication to employee development.