



## Bilingual Customer Service ◆ 物流、貨物輸送、ホスピタリティ/ホテル業界でのカスタマー対応経験

★海外クライアントの（外資企業、大使館など）リロケーション支援

### 募集職種

#### 採用企業名

UniGroup Worldwide-Japan株式会社

#### 求人ID

1480167

#### 業種

その他（流通・小売・物流）

#### 雇用形態

正社員

#### 勤務地

東京都 23区

#### 給与

350万円 ~ 450万円

#### 更新日

2024年07月30日 10:00

### 応募必要条件

#### 職務経験

1年以上

#### キャリアレベル

中途経験者レベル

#### 英語レベル

ビジネス会話レベル

#### 日本語レベル

ネイティブ

#### 最終学歴

短大卒：準学士号

#### 現在のビザ

日本での就労許可が必要です

### 募集要項

#### Essential Duties and Responsibilities:

- Handling Import & Export Job Files as well as Intra-Japan files.
- Liaison with different parties including suppliers, customs broker, freight forwarders, overseas partners offices to ensure a smooth door to door services.
- Handling of complaints, service recovery, claims and insurance
- Overall Coordination – vendor relations, client contacts, shipping document management, correspondences with involved parties, operation statistics management assistance.
- Vendor Management—Service Quality Control and Improvement.
- Billing of invoices to meet deadlines and AR / AP invoice management assistance.
- Overall Coordination for Branch Manager— survey set-up, quote follow-up / job closing assistance, client contacts, and sales statistics management assistance.
- Cooperate with Branch Manager or Sales for Job related matters.
- Assisting Branch Manager for office general affairs management.

**About UniGroup**

UniGroup is a cooperative committed to delivering industry-leading transportation solutions for its customers and members. Focused on a premier customer experience with an emphasis on quality and innovation, UniGroup is the nation's largest household goods relocation organization, with a portfolio of world-class brands including United Van Lines, Mayflower Transit, UniGroup Logistics and UniGroup Worldwide.

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## スキル・資格

**Qualifications:**

- First/Primary language Japanese with strong English language skills in written and oral English.
  - Previous experience in Freight Forwarding, International Trade, International Hotel or foreign organization is preferred.
  - Strong organizational and logistical coordination skills
  - Ability to communicate effectively in writing and in-person
  - Strong interpersonal skills with a high degree of professionalism
  - Strong attention to detail
  - Strong capacity to prioritize and multitask under a set timeline
  - MS Office (Word, Excel, PowerPoint) and basic computer literacy is required
  - Colleague diploma or above
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## 会社説明