

**MichaelPage**

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## Import Operations Customer Service - Global Logistics!

### Import Ops Customer Service - Logistics!

#### Job Information

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

1542109

**Industry**

Distribution

**Job Type**

Permanent Full-time

**Location**

Tokyo - 23 Wards

**Salary**

5 million yen ~ 6 million yen

**Refreshed**

May 21st, 2025 19:00

#### General Requirements

**Career Level**

Mid Career

**Minimum English Level**

Business Level

**Minimum Japanese Level**

Fluent

**Minimum Education Level**

Associate Degree/Diploma

**Visa Status**

Permission to work in Japan required

#### Job Description

We are seeking a diligent and detail-oriented individual for the role of Import Operations Customer Service. Responsible for managing the end-to-end customer support process for import operations via sea and/or air-from order placement to final delivery, the role requires prompt and accurate responses, acting as a key professional contact for a diverse range of clients.

**Client Details**

Our client is a global leader in transport and logistics, offering comprehensive supply chain solutions tailored to various industries and committed to excellence.

**Description**

Responsible for managing the end-to-end customer support process for import operations via sea and/or air-from order placement to final delivery. The role requires prompt and accurate responses, acting as a key professional contact for a diverse range of clients.

- Manage import operations and ensure compliance with local and international regulations.
- Provide excellent customer service, responding to queries and issues in a timely and professional manner.

- Coordinate with stakeholders including carriers, customs, and clients to ensure smooth operations.
- Prepare necessary documentation for import procedures.
- Identify potential issues and implement preventative measures.

#### **Job Offer**

- A supportive and collaborative work environment in the Transport & Distribution industry.
- A well-established company culture that values dedication and teamwork.
- Great opportunities for career progression.
- Partial remote work available

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**

A successful candidate should possess the following qualifications in order to success in the role:

- Working experience as customer service or operating in Freight Forward company
  - Experience handling Import operations
  - High business Japanese and English skills (mostly for written communication)
  - Usage experience of Cargo Wise/ NACCS
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#### **Company Description**

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