

MichaelPage

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Senior Delivery Manager (SCM, EDI)

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Job Information

Recruiter

Michael Page

Job ID

1542145

Industry

Software

Company Type

International Company

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

10 million yen ~ 15 million yen

Refreshed

May 22nd, 2025 14:14

General Requirements

Career Level

Mid Career

Minimum English Level

Daily Conversation

Minimum Japanese Level

Native

Minimum Education Level

Bachelor's Degree

Visa Status

Permission to work in Japan required

Job Description

This is a global leader in B2B supply chain/EDI and integration services company. You will serve as the primary client contact overseeing service operations and client satisfaction. The role demands strong leadership, risk management, and stakeholder communication skills to ensure service level agreements (SLAs) are consistently met.

Client Details

This is a Canada-base global enterprise software provider specializing in cloud-based B2B integration and supply chain automation. Known for its market dominance in EDI and order management services, the company operates a vast business network that supports over 26 billion digital commerce transactions annually. With a global workforce and an agile team in Japan, it delivers tailored, scalable solutions to some of the world's largest companies across industries including automotive, manufacturing, and retail.

Description

- Serve as the primary point of contact for enterprise clients during the full lifecycle of service engagement

- Ensure SLA compliance, manage daily operations, and deliver against contractual commitments
- Lead cross-functional collaboration across Japan and offshore teams (India, Philippines)
- Escalation and issue management, including risk resolution and status reporting
- Maintain and present regular service performance dashboards and client updates
- Drive customer satisfaction, identify service improvement areas, and support revenue growth initiatives
- Coordinate change management and ensure smooth integration of new services
- Promote long-term, productive relationships with clients by delivering service excellence

Job Offer

- **Paid Time Off:** 20 paid leave days, 5 sick days, year-end holidays, and additional special leave
- **Benefits:** Health and social insurance, commuting allowance, corporate wellness support, company pension plan, stock purchase plan with 15% discount, education subsidy, referral bonus, employee recognition program, and access to nationwide leisure and fitness discounts
- **Work Environment:** Tokyo-based office with hybrid flexibility (remote 2 days/week).

To apply online please click the 'Apply' button below. For a confidential discussion about this role please contact Mana Chuabangon +81 3 6627 6080.

Required Skills

- 7+ years of experience in service delivery, consulting, or professional services
 - Native-level Japanese and business level English communication
 - Knowledge of B2B/EDI integration solutions, order management, logistic, or similar solutions
 - ITIL and/or PMP certification is preferred
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Company Description

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