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NEW: Customer Service - Ocean Freight Forwarding

Customer Service - FREIGHT FORWARDING

Job Information

Recruiter
[Michael Page](#)
Job ID

1546227

Industry

Logistics, Storage

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

4 million yen ~ 5 million yen

Refreshed

July 12th, 2025 00:00

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

Looking for a customer service experienced candidate to join the team in Tokyo. Reporting to a team leader of Operation team, you will be responsible for Import customer service and operations.

Client Details

A global and well-established logistics provider offering a wide range of services in logistics. With a significant presence in the industry and a diverse team, they focus on providing top-notch services to their clients globally.

Description

- Coordinating and managing all aspects of import operations from creation/receipt of the orders through to the delivery to final destination.
- Maintaining a high level of customer satisfaction
- To control, monitor and carry out the shipping orders at optimal efficiency
- Develop effective relationships with customers, service providers and other offices and agents
- Collaborate with team members to achieve service targets
- Contribute to a positive and inclusive work environment

Job Offer

- A bonus scheme on top of base salary
- Opportunity to work in a professional and growth-oriented environment
- Generous remote work policy
- A permanent role in a globally recognized organization
- A company that strongly values the contribution of each employee

We look forward to your application!

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

- Good customer service skills, freight forwarding experience ideal
- English/Japanese bilingual
- Team-player
- Strong communication skills to liaise with customers and team members effectively

Company Description

A global and well-established logistics provider offering a wide range of services in logistics. With a significant presence in the industry and a diverse team, they focus on providing top-notch services to their clients globally.