

Michael Page

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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**

February 7th, 2026 03:00

#### 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.

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**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

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**Company Description**

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