

**【世界9拠点】 Customer Service & Domestic Logistics Specialist**

クリエイティブ/土日祝休み/残業少/スタートアップ/英語を活かせる/外資系企業

Job Information**Hiring Company**

WPIC Technology Japan G.K.

Job ID

1549887

Industry

Digital Marketing

Company Type

Small/Medium Company (300 employees or less) - International Company

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

Negotiable, based on experience

Work Hours

9:00am to 6:00pm

Refreshed

August 13th, 2025 00:00

General Requirements**Minimum Experience Level**

Over 3 years

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**【Who We Are】**

WPIC Marketing + Technologies is a leading APAC e-commerce and technology consultancy. We help global brands succeed in Japan and Asia through data, analytics, e-commerce solutions, warehousing and logistics, and essential support services. With over 400 staff across 9 cities worldwide, we provide end-to-end market entry and growth solutions.

【Main Responsibilities】**Customer Service**

- Respond to customer inquiries on Amazon, Rakuten, and Shopify platforms.
- Maintain a high level of customer satisfaction through timely and effective communication.

Handling Domestic Logistics Issues

- Supervise the daily shipping process (no packaging work required personally).
- Guide and oversee warehouse staff to ensure correct packing and shipping.
- Handle product returns and ensure smooth resolution.
- Monitor inventory levels across projects and flag overstock, low stock, or approaching expiration dates.
- Support the logistics manager with compliance inquiries and research.

Required Skills

【Requirements】

- Ability to read and understand written English.
- Experience in online customer service.
- Experience in logistics operations.
- Ability to use Excel and Word to perform simple data operations.

【Nice to Have】

- Ability to speak English and/or Chinese.
- Experience operating Rakuten, Amazon, or Shopify platforms.
- Familiarity with the Pharmaceutical Affairs Act.
- Experience with cross-border logistics.
- Experience with compliance checks procedures.

【Desired Personality】

- Able to work in a fast-paced, small-team environment and adapt to change..
- Strong project management and time management skills.
- Analytical thinker with attention to detail; comfortable with numbers and optimizing resources.
- Capable of thinking and acting independently without constant instruction.

【Work Conditions】

- Employment type: Full-time, permanent.
- Location: Tokyo 23 wards (office-based, with potential for partial remote work).
- Working hours: 9:00 am – 6:00 pm (flexible time system).
- Holidays: Saturdays, Sundays, national holidays, year-end/New Year.
- Salary: Negotiable (based on experience and skills).
- Benefits: Social insurance, company laptop, commuting expenses covered.
- Probation Period: 6 months (employment will be under a fixed-term contract during this period).

Company Description