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Ocean IMPORT Customer Service and Operations!

Ocean IMPORT Customer Service -Logistics

Job Information

Recruiter
[Michael Page](#)
Job ID

1552352

Industry

Other (Distribution, Retail, Logistics)

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

4.5 million yen ~ 5.5 million yen

Refreshed

July 19th, 2025 11:00

General Requirements

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

Fluent

Minimum Education Level

Bachelor's Degree

Visa Status

Permission to work in Japan required

Job Description

We are seeking a dedicated Ocean Import Customer Service and Operations representative to contribute to our Transport & Distribution department. The ideal candidate will possess excellent customer service skills and a deep understanding of logistics within the transport and distribution industry.

Client Details

Our client is a prominent player in the transport and distribution industry, boasting a large organization spread globally. Known for its commitment to excellence, the company offers a collaborative work environment in Tokyo and continually seeks to enhance its operations and customer service experience.

Description

- Manage ocean import operations and customer service tasks efficiently.
- Coordinate and communicate with clients and internal teams for seamless operations.
- Ensure documentation for transport and distribution is accurately maintained.
- Comply with customs regulations and other relevant legal and administrative requirements.
- Resolve customer queries and complaints in a professional manner.
- Monitor and report on transport and logistics performance.

- Enhance customer satisfaction through proactive and responsive service.
- Contribute to team efforts to achieve departmental and company objectives.

Job Offer

- Commuting allowance to support your travel to our Tokyo office.
- An engaging work culture focused on growth and excellence.
- A permanent role in a globally recognized organization.

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

A successful Ocean Import Customer Service and Operations representative should have:

- A solid background in logistics, transport, or a related field.
 - Proficiency in customer service and operations within the transport & distribution industry.
 - Strong communication skills to liaise with customers and team members effectively.
 - Experience in handling ocean import operations and logistics ideal
 - A customer-centric approach with problem-solving abilities.
 - Business level of English and high business Japanese
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Company Description

A prominent player in the transport and distribution industry, boasting a large organization spread globally. Known for its commitment to excellence, the company offers a collaborative work environment in Tokyo and continually seeks to enhance its operations and customer service experience.