

MichaelPage

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Import Operations Customer Service - Global Logistics!

Import Ops Customer Service - Logistics!

Job Information

Recruiter

Michael Page

Job ID

1554035

Industry

Distribution

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

4.5 million yen ~ 5.5 million yen

Refreshed

August 6th, 2025 12:00

General Requirements

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

Fluent

Minimum Education Level

Associate Degree/Diploma

Visa Status

Permission to work in Japan required

Job Description

We are seeking a diligent and detail-oriented individual for the role of Import Operations Customer Service. Responsible for managing the end-to-end customer support process for import operations via sea and/or air-from order placement to final delivery, the role requires prompt and accurate responses, acting as a key professional contact for a diverse range of clients.

Client Details

Our client is a global leader in transport and logistics, offering comprehensive supply chain solutions tailored to various industries and committed to excellence.

Description

Responsible for managing the end-to-end customer support process for import operations via sea and/or air-from order placement to final delivery. The role requires prompt and accurate responses, acting as a key professional contact for a diverse range of clients.

- Manage import operations and ensure compliance with local and international regulations.
- Provide excellent customer service, responding to queries and issues in a timely and professional manner.

- Coordinate with stakeholders including carriers, customs, and clients to ensure smooth operations.
- Prepare necessary documentation for import procedures.
- Identify potential issues and implement preventative measures.

Job Offer

- A supportive and collaborative work environment in the Transport & Distribution industry.
- A well-established company culture that values dedication and teamwork.
- Great opportunities for career progression.
- Partial remote work available

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 candidate should possess the following qualifications in order to success in the role:

- Working experience as customer service or operating in Freight Forward company
 - Experience handling Import operations
 - High business Japanese and English skills (mostly for written communication)
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Company Description

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