

Airfreight Customer Service (Tokyo) - Global Logistics!

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Job Information

Recruiter

[Michael Page](#)

Job ID

1557062

Industry

Logistics, Storage

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

4.5 million yen ~ 6 million yen

Refreshed

September 3rd, 2025 17:00

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

As the freight coordinator you will be handling shipments and serving as a point of contact for clients, suppliers, partners, by maintaining a high level of customer satisfaction.

Client Details

Our client is a logistics pioneer that offers comprehensive transport and supply chain services (land transport, air & sea freight, and full-spectrum logistics solutions like warehousing, e-commerce, distribution), innovative digital platforms, and strong sustainability practices.

Description

As the Airfreight coordinator, you will get to handle the following:

- Handling shipments and serving as a point of contact for clients, suppliers, partners
- Maintaining a high level of customer satisfaction

- Issue quotations to customers and network where necessary
- Ensure accuracy of documents produced and data integrity in transport system
- Ensure claims are handled properly and in line with company rules
- Maintain contact with clients to strengthen relationship and communication

Job Offer

- Competitive salary package (base + bonus)
- A chance to build expertise in the transport and distribution industry.
- Supportive company culture with structured processes.
- Permanent role with opportunities for career development.

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

In order to success in this role, the applicant should possess the following qualifications:

- Good experience in logistics customer service and operations
 - Freight Forwarding experience (air)
 - Good PC skills (excel, word, power point)
 - Business English and business Japanese
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Company Description

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