

# CAMPARI GROUP

## Customer Service & Logistics Manager

### Job Information

**Hiring Company**

CAMPARI JAPAN Ltd.

**Job ID**

1560633

**Industry**

Specialized Import, Export

**Job Type**

Permanent Full-time

**Location**

Tokyo - 23 Wards

**Salary**

Negotiable, based on experience

**Work Hours**

In accordance with company regulations

**Holidays**

In accordance with company regulations

**Refreshed**

March 30th, 2026 02:00

### General Requirements

**Minimum Experience Level**

Over 10 years

**Career Level**

Mid Career

**Minimum English Level**

Fluent

**Minimum Japanese Level**

Business Level

**Minimum Education Level**

Bachelor's Degree

**Visa Status**

Permission to work in Japan required

### Job Description

**«Job Description & Position Highlights»**

- Oversee logistics and order processing operations while managing all aspects of 3PL and customer service.
- A critical role supporting global brands' expansion into the Japanese market through logistics.
- An environment with autonomy to lead improvement proposals and projects.
- Frequent collaboration with overseas headquarters provides an environment for growth leveraging language skills and SCM perspective.

**[Job Responsibilities]**

\*Reports to: SCM&CS Director, Japan

\*Customer Service & Logistics Director APAC – dotted line

### ■General Description

Campari Group is a major player in the global spirits industry, with a portfolio of over 50 premium and super premium brands, including Aperol, Campari, X-Rated, SKYY, SKYY Blue, Wild Turkey, Wild Turkey RTD, The Glen Grant, and Grand Marnier. The Group was founded in 1860 and today is the 6th largest player worldwide in the premium spirits industry. Listed on the Italian Stock Exchange, it has a global distribution reach, trading in over 190 nations around the world with leading positions in Europe and the Americas.

Campari Group has great ambitions in Asia, and Japan play an instrumental role in expanding the Group's business in this continent. Campari Japan directly manages brand equity development through above and below the line initiatives.

### ■Mission/Objectives

Coordinate the relationship with the outsourced company (Customer Service and 3PL), interacting with key stakeholders to ensure that our products are safely stored and transported from the sourcing location to our clients. Respecting agreed timelines and correctly managing all aspects related to costs and duties. The role shall coordinate all activities of direct contact to customers in case of need, supporting the sales organization in managing proper communication flow to solve any arising problem, and proactively addressing any issue as they might emerge.

### ■Key Responsibilities and activities

This role has a primary responsibility to manage Logistics and Customer Service for Japan markets, operating through local outsourced company (Customer Service and 3PL).

#### In the field of Customer Service & Logistics:

[General]

- Support for business operations of supervisors and SCM&CS team members (budget setting, KPI management, supply chain related optimization and improvement.)
- Create and maintain local Standard Operating Procedures (SOPs) for the assigned area.
- Ensure the Master Data is promptly followed up.

[Monthly/Quarterly]

- Support for analyzing the field of Logistics related data and performance to make mid-or long-term resolution plans to seek further efficiency.

[Project]

- Engage with Customers on Customer Collaboration projects related to SCM&CS.

#### In the field of Customer Service (Main task):

[Daily/Weekly]

- Order processing and customer inquiry management for direct sales business (where ownership of inventory transfers to local customers at the supply location).
- Ensure customer data processing and order procedures are optimized and compliant by outsourced customer service groups and collaborate with them to update systems in a timely manner.
- Coordinate distributors and customers' needs in terms of product information support, acting as reference point for any necessity in terms of data and additional information.
- Proactively manage issues linked to transport delays or product availability, promptly informing the relevant partner.
- Manage all customer service-related activities including new launch products.

[Project]

- Engage with customers on customer collaboration projects related to order processing.

#### In the field of Logistics (Main task):

[Daily/Weekly]

- Coordinate logistics operations in Japan: inspection, rework, over-label, storage, distribution, etc... through our 3PL partners and Co-manufacturer.

#### In the field of Logistics (Support task):

[Daily/Weekly]

- Ensure that customs procedures are applied and respected.
- Manage partners for logistic support activities specific for Japan, leveraging procurement support.

[Monthly/Quarterly]

- Responsible for management of 3PL vendors; (Share company target & Vision, Set KPI and monthly management, Seek operation improvement, etc.)
- Responsible for logistic cost control; (Control logistic cost, reduce air freight, Optimize the Logistics cost, etc.)

[Project]

- Define, optimize and coordinate distribution network within Japan.

#### In the field of supply planning related execution (Support task):

[Daily/Weekly]

- Manage inventory levels within Japan mainly with APAC supply planner(s)/deployment planner(s), with local demand planner and local logistics member(s)

### 【Key Relationships】

Internal:

- Local SCM&CS members, Regional Customer Service & Logistics head, GBS Organization, Commercial divisions, Finance divisions, Tax division, All other SC departments.

External:

- Outsourced company (Customer Service ,3PL, Co-Manufacturer, Packaging material suppliers), and Customers, etc.

**【Employment Type】**

Full-time employee

**【Salary】**

Salary negotiable based on experience

**【Working Hours】**

In accordance with company regulations

**【Work Location】**

Location:Tokyo, Japan

– with regular visits to outsourced company (Customer Service and 3PL)

**【Holidays & Leave】**

In accordance with company regulations

---

**Required Skills****【Education / Professional Qualifications】**

- Bachelor's degree with a major in Supply Chain Management, Logistics Management, Science, Engineering, Commerce, and/or Economics.
- Minimum +10 years of relevant experience within Customer Service and Logistics organizations. (working experience in FMCG industry incl. Alcohol industry is a strong plus, and demand-supply-inventory planning experience is also a plus).

**【Skills】**

- Leadership and interpersonal skills to lead outsourced CS, other departments
- Able to multi-task various projects at one time.
- Ability to effectively challenge status quo.
- Structured and detailed in their approach to tasks and projects.
- Ability to manage desired outcomes.
- SAP or other ERP skills.
- Analytical skills (Excel skill is must: v-lookup, Pivot, Sumif )
- Must be able to work independently and in a team environment.
- Adaptive/flexible, but firm when required.
- Fluency of English is a must, knowledge of another language is a plus.

---

**Company Description**