

Michael Page

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NEW: Operations, Customer Service - Logistics!

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Job Information

Recruiter[Michael Page](#)**Job ID**

1561699

Industry

Logistics, Storage

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

4.5 million yen ~ 6 million yen

Refreshed

October 15th, 2025 12:00

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

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

The company is a well-established provider of a wide range of logistics and supply chain services such as Air Freight, Ocean Freight, Customs Brokerage, Warehousing and Distribution.

Description

As part of the CS/Operations Team, 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 logistics industry.
- Supportive company culture with structured processes.
- Permanent role with opportunities for career development.

If you are ready to take on a challenging and rewarding role in the heart of Tokyo, this is your opportunity to make a difference.

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 / operations
- Freight Forwarding experience would be ideal
- Good PC skills (excel, word, power point)
- Proficiency in preparing and managing shipping documentation.
- Excellent problem-solving and organizational skills.
- Business English and High business Japanese (written and spoken)

Company Description

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