
Service Delivery Manager/サービスデリバリーマネジャー（家具・家電）

日本語能力N2相当以上で、お客様とスムーズなやり取りができる方。

Job Information

Recruiter

[The SuperTalent Company Ltd \(Superstars\)](#)

Hiring Company

Smart furniture products for office and home use

Job ID

1580611

Division

Furniture, Home appliances or Smart home products

Industry

Other (Distribution, Retail, Logistics)

Company Type

Small/Medium Company (300 employees or less) - International Company

Job Type

Permanent Full-time

Location

Tokyo - Other Areas

Salary

3.5 million yen ~ Negotiable, based on experience

Refreshed

April 1st, 2026 04:00

General Requirements

Minimum Experience Level

Over 3 years

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

Business Level

Minimum Education Level

Bachelor's Degree

Visa Status

Permission to work in Japan required

Job Description

***For any inquiry about this position before applying from CareerCross, please contact 「 pavlo@gosuperstars.com 」 .**

My client, a online home of a major ergonomic furniture and smart home hardware manufacturer with global operations is looking for a Service Delivery Manager/Team Leader who has more than 5 years of large furniture logistics distribution or installation service management experience, including at least 2 years of team management experience

Location: Saitama & Tokyo

Priority:

1. Experience in installing furniture, home appliances or smart home products

2. Experience in ISO service quality management system
3. Familiar with roads in Tokyo and surrounding areas

Responsibilities:

1. Responsible for the daily operation management of the delivery service team, including scheduling, route planning, service quality management
2. Establish and optimize the delivery service process and standard operating procedures (sop)
3. Responsible for technical training, safety training and customer service training for team members
4. Manage the maintenance and maintenance of service vehicles, tools and equipment
5. Handle customer complaints and special service needs to improve customer satisfaction
6. Ensure that the team complies with Japanese road transport regulations and safety regulations
7. Responsible for team performance management and assessment
8. Work with other departments (sales, customer service, warehouse) to optimize the overall service process

Required Skills

Prerequisites:

1. Japanese, bachelor degree or above, logistics management, operation management or related major is preferred
2. More than 5 years of large furniture logistics distribution or installation service management experience, including at least 2 years of team management experience
3. Hold a medium-sized driver's license (medium-sized exemption), hold a 2-4 ton truck (2-4t vehicle) driver's license and have relevant driving experience
4. Familiar with Japan and related transportation regulations
5. Excellent communication and coordination skills and problem solving skills
6. Japanese ability n2 or above, able to communicate with customers fluently

Company Description