



Insurance & Cargo Claim Specialist QHSSE @Tokyo

保険・貨物クレームスペシャリスト 世界的な物流企業

Job Information

Recruiter

[JobImpulse](#)

Job ID

1595207

Industry

Logistics, Storage

Company Type

Large Company (more than 300 employees) - International Company

Non-Japanese Ratio

Majority Japanese

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards, Shinagawa-ku

Salary

4.5 million yen ~ 6.5 million yen

Hourly Rate

年収450万円 ~ 650万円 ※賞与含む想定年収 ※経験・スキルを考慮のうえ決定

Work Hours

9:00-18:00 (休憩60分)

Holidays

土日祝

Refreshed

June 18th, 2026 00:00

General Requirements

Minimum Experience Level

Over 1 year

Career Level

Mid Career

Minimum English Level

Basic (Amount Used: English usage about 25%)

Minimum Japanese Level

Business Level

Minimum Education Level

High-School

Visa Status

Permission to work in Japan required

Job Description

Responsibility for

1. Manage the company insurance program for business (Marine, non-marine global insurance & local insurance)
2. Handle cargo claims including investigation, negotiation, settlement and recovery actions
3. Report and escalate critical issues to the senior /global level
4. Liaise with stakeholders (insurers, customers, vendors and operational departments)
5. Conduct regulatory audits and training
6. Ensure compliance with applicable laws, regulations and internal policies and support audits and reporting requirements

Specific Accountabilities

1. Oversee insurance program management, including global (marine/non-marine) and local policies, ensuring adequate coverage, cost optimization, and timely renewals
2. Manage cargo claims lifecycle, including incident investigation, liability assessment, negotiation with stakeholders, settlement execution, and recovery actions
3. Identify, assess, and escalate critical risks and incidents to senior and global management, providing clear analysis and recommended actions
4. Act as the primary liaison with key stakeholders to ensure alignment and efficient issue resolution
5. Ensure full compliance with applicable regulations and internal policies, including monitoring regulatory changes and supporting audit readiness and execution
6. Plan and deliver compliance-related training and awareness programs to strengthen risk management culture across the organization
7. Drive continuous improvement in risk governance, including loss prevention measures, reporting accuracy, and implementation of corrective actions

Required Skills

Skills Required

1. Communication and administrative skills
2. Basic PC skills (Excel, Word, PowerPoint, etc)
3. Basic English skills (at least writing skill required for reporting)
4. Ability for ethical & transparency with regulations

Experiences and Qualifications

1. Preferred freight forwarding or air / ocean carriers experience
2. Ability for ethical & transparency with regulations
3. Audit experience
4. Knowledge of insurance, cargo claim, and compliance work

Company Description