Logistics Planning +Fulfillment＆Customer Service Team Leader

≪ドイツ本社≫ヨーロッパにおける大手フィルターメーカー♦フレックス・週1日在宅可

Job Information

Hiring Company
MANN+HUMMEL WAKO CO., LTD.

Job ID
1600497

Industry
Automobile and Parts

Company Type
International Company

Job Type
Permanent Full-time

Location
Kanagawa Prefecture

Salary
8 million yen ~ 10 million yen

Work Hours
月曜日～金曜日：9時～18時（休憩60分）※フレックスタイム制度あり

Holidays
完全週休2日制（土日祝）

Refreshed
November 11th, 2026 12:00

General Requirements

Minimum Experience Level
Over 6 years

Career Level
Mid Career

Minimum English Level
Daily Conversation Level

Minimum Japanese Level
Native Level

Minimum Education Level
Bachelor's Degree

Visa Status
Permission to work in Japan required

Job Description

≪募集要項・本ポジションの魅力≫

- 在庫・物流計画や顧客対応を統括し、サプライチェーン全体の最適化を推進する管理職ポジション
- グローバル戦略と連携し、物流改革やデジタル化を主導しながら組織全体の成果向上に貢献できる
- 多国籍メンバーや社内外関係者を率い、リーダーシップとマネジメント力を発揮できる環境
- 年収800万～1000万円に加え、フレックス制度・週1日在宅勤務・退職金制度など働きやすい職場

【業務内容】

< Position Summary >
MP&L and Customer Service Team Leader is responsible for executing and continuously improving MP&L (Materials Planning & Logistics) operations within MHJP. The role ensures alignment with global supply chain strategies while driving operational excellence in forecasting, inventory management, logistics planning, and customer service. This position plays a key role in enabling end-to-end supply chain visibility, optimizing service levels. The role requires cross-functional collaboration with key internal and external stakeholders, including GBTS, Customer Service, and 3PL providers, to drive operational efficiency, innovation, and customer satisfaction

< Main Accountabilities >
1 . Strategy & Continuous Improvement

- Define and execute the MP&L strategy for MHJP in alignment with global supply chain and business priorities.
- Drive continuous improvement and innovation across all MP&L processes to enhance efficiency, reduce costs, and improve service levels.

2 . Inventory & Performance Management

- Develop and implement inventory strategies for MHJP Distribution Centers.
- Drive prioritization and escalation processes for inventory-related challenges and ensure timely execution of mitigation measures.
- Establish robust systems for tracking backorders and executing recovery plans to meet customer commitments.

3 . End-to-End Supply Chain Execution

- Implement and manage End-to-End (E2E) control towers to monitor and enhance delivery performance in MHJP.
- Align supply chain operations with supplying plants, ensuring seamless coordination of inventory flow and fulfillment.
- Collaborate with the Distribution and Transportation Team to synchronize forecast-to-DC processes and optimize distribution strategies.
- Partner with GBTS (Global Business & Technology Solutions) to ensure seamless integration of technology solutions for data processing, customer service, and other shared services.
- Cooperation with the BU / Sales and implementing/adopting global standards.

4 . Customer Service & Stakeholder Management

- Lead the Customer Service team to drive customer-centric strategies, ensuring timely order fulfillment and proactive communication.
- Develop and implement service level agreements (SLAs) for Customers, Suppliers (both, internal and external) and other functional departments.
- Manage operational relationships with 3PL providers and participate in Business Reviews to ensure service levels and operational efficiencies are met.

5 . Planning & SIOP Management

- Lead forecasting, inventory management and logistics planning processes, ensuring its alignment with financial and operational goals.
- Facilitate and actively contribute to the SIOP (Sales, Inventory & Operations Planning) process by coordinating crossfunctional inputs from Sales, Marketing, and Operations.

6 . Digitalization & Data Integrity

- Ensure the integrity of data processing and intake to enable accurate forecasting, planning, and reporting.
- Utilize advanced analytics to identify trends, risks, and opportunities for continuous improvement.

7 . Performance & Reporting

- Monitor key performance indicators (KPIs) and provide regular updates to senior leadership on supply chain performance.

8 . Leadership & Organizational Development

- Lead, develop, and mentor a multidisciplinary team, including SIOP/Replenishment Planners, Customer Service representatives, Analysts, and IT Project Managers.
- Foster a culture of accountability, innovation, and excellence within the team.
- Build organizational capability through succession planning, skills development, and cross- functional collaboration.

< Key Performance Indicators / Key Result Areas >

- KPI49 Inventory Targets , Markdown Inventory Reduction
- Delivery Performance, OTIF and Parts Availability
- Forecasting / SIOP Implementation & Forecasting accuracy
- Inventory segmentation optimization analysis, SIOP capacity and demand distribution
- Distribution Network Optimization-Material planning and inventory strategies
- Active usage of Digital Analytical Solutions

■Reports To (Title) ：
Senior Manager Logistics Planning + Fulfillment & Customer Service Region AMEA

■Direct Report(s) (Title) ：
Logistics Planning + Fulfillment & Customer Service Specialist

【雇用形態】
正社員

【給与】
年収：800万 ~ 1000万

【就業時間】
月曜日 ~ 金曜日：9時 ~ 18時（休憩60分）
※フレックスタイム制度あり

【勤務地】
Yokohama
■転勤：なし
■在宅勤務：週1日

【休日休暇】

- 完全週休2日制（土日祝）
- 年末年始
- 有給休暇
- 慶弔休暇
- 看護・介護休暇
- 傷病休暇

【待遇・福利厚生】

- 退職金制度あり
- 社会保険等加入

Required Skills

【Job Requirements (Qualifications, Skills, Experience, Competencies)】

< Qualifications >

- Bachelor’s degree or comparable qualification in Business Administration or Industrial Engineering with a Logistics focus
- Masters level Qualification will be an added advantage

< Functional Skills >

- Material Planning and standard implementation (process lead as an advantage)
- Multiple Project Management & Implementation including digitalisation and customer onboarding
- Proven Experience in driving results improvement

< Experience >

- A minimum of 5+ years of experience in supply chain, logistics, or operations roles with team management experience
- Proven expertise in inventory management, customer service integration, and end-to-end supply chain operations.
- Experience in managing partnerships with technology providers (GBTS) and customer service organizations in a global setting.
- Strong financial and business acumen with the ability to translate operational strategies into measurable results.
- Proficiency in supply chain management systems, ERP platforms, and data analytics tools.

< Competencies >

- Strong proficiency with Microsoft Suite, particularly Excel and PowerPoint
- Strong verbal and written communication
- Analytical thinking & problem solving
- Willingness to stay updated with the latest market trends and customer demands

Company Description