

「プロだからわかる、あなたのスキルが活躍の場所」
60以上の業界・職種に特化した専門チームがサポート

Robert—
Walters

【英語を活かす】プログラム運用マネージャー / Program Operations Manager

物流会社にて、プログラム運用マネージャーの求人がございます。

Job Information

Recruiter

Robert Walters Japan (ロバート・ウォルターズ)

Hiring Company

物流会社

Job ID

1602277

Industry

Logistics, Storage

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

7 million yen ~ 8 million yen

Refreshed

July 27th, 2026 00:00

General Requirements

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

Native

Minimum Education Level

Bachelor's Degree

Visa Status

Permission to work in Japan required

Job Description

A renowned logistics company is looking for a Program Operations Manager. The selected candidate will lead cross-functional logistics operations, service level management, volume analysis, and continuous improvement initiatives.

A logistics and supply chain company providing integrated freight, transportation, and contract logistics services for business customers. It supports domestic and international operations through transport networks, warehousing capabilities, and end-to-end logistics solutions.

Keywords:

サプライチェーン, 物流, ロジスティクス, 求人, 外資系

Job Ref: 0V10JZ

Responsibilities:

- Collaborate with carriers and customer service teams to identify delivery issues and propose client-focused solutions
- Systematise product management across SKUs, packaging, sizes, weights, handling needs, and product characteristics
- Analyse shipping volumes, demand changes, return rates, damage rates, transport performance, and transit efficiency
- Manage service levels across order-to-shipment lead times, transportation quality, and inquiry response times
- Define KPIs, conduct Fit & Gap analysis, and lead performance reporting for internal teams and clients
- Oversee logistics partner selection, RFP processes, vendor evaluation, schedules, and daily outsourced operations

Requirements:

- Bachelor's degree or equivalent
- 3-5 years of operational, customer service (CS), or 3PL management experience within the logistics, supply chain, or e-commerce industries
- Excellent data analysis and numerical management skills
- Proficient in performing data aggregation and analysis using MS Excel (VLOOKUP, pivot tables, and various formulas)
- Business level English; native level Japanese

Preferred requirements:

- Experience in account management or B2B customer-facing roles within global companies or dealing with international clients
- Prior experience in data visualisation and process improvement utilising SQL or BI tools
- Proven experience in new project launches or logistics fulfillment center setups (startup phase experience)
- Background in identifying issues and driving cross-functional solutions in a fast-paced, dynamic environment

Company Description

For over 25 years, in Japan, we have been a driving force in the Japanese bilingual recruitment market, providing high-quality candidates for our clients and access to the best jobs. We always put the interests of our clients and candidates first and run on a non-commission model that promotes a working culture where teamwork is incentivised. We strive to find the best fit for both employer and job seeker and don't push people into unsuitable roles.