Business Process Manager

Business Transformation | SAP | Data | AI

Job Information

Hiring Company
Cargill Japan LLC.

Job ID
1607662

Industry
Food and Beverage

Job Type
Permanent Full-time

Location
Tokyo - 23 Wards

Salary
7 million yen ~ 13 million yen

Salary Bonuses
Bonuses paid on top of indicated salary.

Work Hours
9:30am - 5:30pm JST

Holidays
In accordance with company regulations

Refreshed
November 11th, 2026 11:00

General Requirements

Minimum Experience Level
Over 6 years

Career Level
Mid Career

Minimum English Level
Fluent Level

Minimum Japanese Level
Native Level

Minimum Education Level
Bachelor's Degree

Visa Status
Permission to work in Japan required

Job Description

≪Job Description & Position Highlights≫

- Drive process design and improvement for customer service and trading operations, as well as data analysis
- Utilize SAP, AI, and data analytics to enhance operational efficiency and improve decision-making
- Gain experience leading cross-functional transformation by collaborating with multiple departments, including sales, finance, and SCM

- Work at a global company, utilizing both English and Japanese, and collaborate with a wide range of stakeholders with a high degree of autonomy

【Job Responsibilities】
The Senior Professional, Business Process Management will lead end-to-end business process optimization and sales enablement for the Japan business, with a strong focus on data-enabled decision making.
This role focuses on enhancing customer service and trading-related processes, improving operational efficiency, and enabling scalable, standardized workflows supported by SAP and commercial systems. The role partners cross-functionally to deliver sustainable business outcomes while aligning with enterprise business process management (BPM) standards.

< Key Accountabilities >

1. End-to-End Process Optimization & Business Insights:

- Design, standardize, and continuously improve end-to-end business processes across customer service and trading workflows.
- Analyze business data (customer, pipeline, operational) to identify trends, risks, and improvement opportunities.
- Translate process and data insights into actionable recommendations to improve efficiency, reduce complexity, and support decision-making.

2. Customer Service & Trading Flow Optimization:

- Optimize order-to-cash (OTC), customer service, and trading execution processes.
- Improve alignment across commercial, supply chain, and finance functions to ensure smooth execution and service quality.
- Enhance process transparency, control, and responsiveness to customer needs.

3. Digital, Data & System Enablement (SAP, LEAP & AI):

- Act as a key business partner for end-to-end system and data enablement, including SAP, LEAP (or equivalent CRM/pipeline tools), and related commercial platforms.
- Translate business requirements into system and data solutions, working closely with Digital Technology teams to drive enhancements and issue resolution.
- Ensure strong data foundation across systems (e.g., customer master, pipeline, and operational data) to support accurate reporting and effective decision making.
- Identify opportunities to leverage automation, analytics, and emerging AI capabilities to enhance process efficiency, insight generation, and ways of working.
- Drive adoption of digital tools, data standards, and system-enabled processes to improve consistency, transparency, and scalability.

4. Process Governance & Change Management:

- Drive adoption of standardized processes through governance, communication, and training.
- Monitor compliance with BPM standards and support continuous improvement initiatives.
- Act as a change agent to embed a strong process mindset in the Japan organization.

5. Stakeholder Collaboration:

- Partner with Sales, Customer Service, Trading, Finance, Supply Chain, and Digital teams to deliver business outcomes.
- Independently manage complex issues and influence stakeholders across functions.

【Employment Type】
Salaried Full Time

【Salary】
7 Million ~ 13 Million JPY + Bonus

【Working Hours】
9:30am - 5:30pm JST

【Work Location】
Tokyo, Japan

【Holidays & Leave】
In accordance with company regulations

【Benefits & Welfare】
In accordance with company regulations

Required Skills

【Minimum Qualifications】

- Bachelor’s degree in Business, Supply Chain, Finance, Engineering, or related field
- 8–10 years of relevant experience in supply chain operations, business process management, customer service, trading operations, commercial excellence, or business transformation environments.
- Strong experience in process design and optimization
- Solid SAP knowledge (especially OTC/Finance)
- Strong analytical and problem-solving skills

- Fluent in Japanese and English

【Preferred Qualifications (Plus)】

- MBA or equivalent advanced degree
- Consulting background with strong structured problem-solving capability
- Experience in customer service operations and trading business flows
- Experience working cross-functionally in complex organizations
- Exposure to supply chain processes or end-to-end value chain operations
- Experience with reporting or data visualization tools (e.g., Power BI)

【Key Competencies】

- Strong process mindset with focus on standardization and scalability
- Ability to manage complexity and influence without authority
- Data-driven thinking and business insight capability
- Strong stakeholder management and communication skills
- Change leadership and continuous improvement orientation

Company Description