

「プロだからわかる、あなたのスキルが活きる場所」
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】アシスタントクオリティマネージャー / Assistant Quality Manager

食品・菓子メーカーにて、アシスタントクオリティ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

食品・菓子メーカー

Job ID

1609037

Industry

Food and Beverage

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

9 million yen ~ 13 million yen

Holidays

完全週休2日制, 土日祝日休み, 有給休暇

Refreshed

September 3rd, 2026 07:00

General Requirements

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

A multinational food and confectionery company is looking for an Assistant Quality Manager. The selected candidate will manage consumer complaints, product quality, supply chain and warehousing quality, regulatory documentation, and continuous improvement activities. This is a hybrid setup role.

This company operates in the global food and confectionery industry, with a focus on quality and product excellence. It operates across international markets and maintains Group quality standards throughout its product value chain.

Keywords:

品質管理, 食品品質, 食品業界, 品質保証, 消費者サービス, クレーム管理, サプライチェーン, 倉庫品質, 食品規制, 食品安全, 品質改善, 求人, 外資系

Responsibilities:

- Support consumer service quality activities, including call centre self-assessments, Q&A updates, and process optimisation
- Act as the first point of contact for consumer enquiries and complaints
- Manage Care systems and handle enquiries and complaints from call centres, sales teams, webforms, and contact-us sections
- Handle non-critical complaints and sales enquiries, including returned sample checks and consumer feedback
- Manage critical complaints by coordinating returned sample analysis and investigations with the Commercial Quality Management team
- Ensure timely and accurate communication with consumers and distributors on quality-related matters
- Conduct product inspections for quality issues, new product launches, and incoming checks and report findings to the team and Commercial Quality Management
- Verify product descriptions, including ingredients and Fairtrade communication, with Commercial Quality Management before sharing with sales teams
- Support promotion item certification processes, including label and specification checks in line with Japanese regulations
- Perform incoming quality checks for promotional items on behalf of Commercial Quality Management

Requirements:

- Bachelor's degree or above in Food Science, Food Chemistry, Analytical Chemistry, or a related discipline
- Solid relevant experience within the food industry
- Strong knowledge of food production techniques and quality standards in Japan
- Experience with supply chain and warehousing assessments
- Background in consumer service and client management
- Proficiency in MS Office Suite
- SAP knowledge
- Native level Japanese; fluent level English

Company Description

We've been a driving force in the Japanese bilingual recruitment market, providing high quality candidates for our clients and access to the best jobs for over 20 years. We operate a team-based profit share system which, we believe, sets us apart from the majority of competitors by enabling us to always put the interests of our clients and candidates first. That means we can find the best fit for employer and job seeker, and we never push people into unsuitable roles.