



Partner Manager – Japan/APAC | Global Logistics & Supply Chain

Japan & APAC Logistics | Remote Role

Job Information

Hiring Company

Flash Global Logistics Inc.

Job ID

1610043

Industry

Logistics, Storage

Job Type

Permanent Full-time

Location

Japan

Salary

11 million yen ~ 12 million yen

Refreshed

September 23rd, 2026 06:00

General Requirements

Minimum Experience Level

Over 3 years

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

Highlights

- **Japan & APAC Scope** – Manage and develop logistics partner relationships across Japan and the wider Asia Pacific region
- **Global Environment** – Work closely with regional leadership, partner teams, and customers across APAC
- **Remote Position** – Japan-based remote role with flexibility to travel
- **Partner Network Development** – Help strengthen and expand the company's logistics partner network, with an initial focus on Japan
- **International Logistics** – Utilize your experience in supply chain, import/export, warehousing, transportation, and trade compliance

About the Role

Department: Partner Management

Reports to: Senior Director, Asia Pacific

Location: Japan – Remote
Salary: 11.5 Million JPY

We are looking for a **Partner Manager** to join our Partner Management team and support our operations across Japan and the Asia Pacific region.

The primary focus of this position will be supporting the development and maintenance of our partner network in Japan, while also maintaining existing customer relationships and supporting business operations across APAC.

You will work closely with the Senior Director Asia Pacific, regional leadership, and the Partner Management team in Asia to manage partner relationships, service quality, cost control, compliance, and customer performance.

As our partner network in Japan continues to evolve, you will also play an important role in maintaining the continuity and availability of local agents and ensuring consistently high levels of service for our customers.

Key Responsibilities

Partner & Agent Management

- Develop and maintain agent relationships across Japan and the APAC region
- Review KPIs with agent stakeholders and drive performance improvements and corrective actions
- Proactively identify and develop alternative agent coverage to minimize service disruptions and strengthen network continuity in Japan
- Qualify new agents and negotiate service rate agreements under the supervision of the Regional Director/Operations Director
- Perform on-site and virtual audits of partner agents under the supervision of the Regional Director/Operations Director
- Support quality training and provide updates to Flashtac users in Japan and across the region
- Identify opportunities to improve network efficiencies and drive quality improvements
- Maintain service compliance within the agent network
- Maintain and drive business margins within the region

Customer & Business Management

- Maintain existing customer relationships across APAC
- Drive consistency in delivering high-quality service to customers across Asia, building customer satisfaction and trust for further business development
- Manage customer review meetings on a weekly, monthly, and quarterly basis
- Maintain customer-required reporting on a weekly, monthly, and quarterly basis
- Support the Client Services Manager in preparing reporting materials for customer review meetings
- Work with Customer Facing Teams to develop customer reporting as required
- Support new customer implementations and new service implementations
- Manage new business implementation and support the development of new business pipelines
- Develop and update customer-specific SOPs with relevant stakeholders across the region
- Understand customer requirements and maintain service compliance within the agent network
- Maintain a high level of compliance in Trade Management business involving IOR/EOR activities
- Flexibly support other functions of the business, including internal customers

Required Skills

Position Requirements

- **Native-level Japanese communication skills**
- **Business-level English in both written and verbal communication**
- Familiarity with logistics and supply chain operations
- Experience in after-sales warranty-related supply chain operations
- Excellent knowledge of general import and export regulations
- Excellent knowledge of warehouse operations and the transportation industry
- Professional knowledge of trade compliance and import/export activities involving high-tech materials
- Strong problem-solving skills and the ability to work with the team in a timely and responsive manner
- Proactive and responsive approach to customer requests, including anticipating operational risks, following through on agreed actions, and escalating issues when necessary
- Comfortable working in a global and cross-functional environment across different cultures and time zones
- Familiarity with Windows products
- Flexibility to travel as required

Preferred

- Previous experience working in an international company or supporting global operations

Why Join Us?

This is an opportunity to take on a regional role with an initial focus on **building and strengthening the partner network in Japan** while working with teams, partners, and customers across the Asia Pacific region.

You will be involved in a broad range of activities spanning **partner management, international logistics, service quality, trade compliance, customer management, and network development** in a global and cross-functional environment.

Equal Opportunity & Reasonable Accommodation

Flash Global is an Equal Opportunity Employer.

An applicant with a disability may request reasonable accommodation, if needed, to enable the applicant to apply for the position and participate in the interview process. A written request for reasonable accommodation must be made. The company reserves the right to request a physician's statement supporting the accommodation request.

Company Description