

Supply Chain Coordinator

Job Information

Recruiter
JAC International Co., Ltd.

Hiring Company
自動車関連技術および先進モビリティソリューションを手がけるグローバル企業

Job ID
1617188

Industry
Other

Job Type
Permanent Full-time

Location
Tokyo - 23 Wards

Salary
5 million yen ~ 7 million yen

Refreshed
November 12th, 2026 02:00

General Requirements

Minimum Experience Level
Over 3 years

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

Position Overview

This position serves as the primary point of contact for key customers, managing demand and order fulfillment activities while coordinating closely with internal Supply Chain, Production Planning, Procurement, Manufacturing, and Logistics teams to ensure stable product supply and high service levels.

Acting as the bridge between customer requirements and internal operations, the role is responsible for evaluating supply feasibility, managing delivery commitments, monitoring inventory availability, and proactively addressing potential supply chain risks.

In addition to daily order and delivery management, the position plays a key role in cross-functional communication, process improvement, and ensuring customer satisfaction through efficient supply chain execution.

Key Responsibilities

Customer Demand & Planning Coordination
・Manage customer orders, forecasts, and demand information through ERP and planning systems.
・Maintain and update order data while ensuring accuracy and timely communication across stakeholders.
・Analyze demand trends, forecast changes, and order fluctuations.
・Collaborate with planning teams to align customer demand with production and supply capabilities.
・Evaluate delivery requests and determine supply feasibility.

Order Fulfillment & Delivery Management
・Coordinate shipment schedules and delivery plans.
・Monitor order progress and resolve potential delays or fulfillment issues.
・Act as the primary liaison between customers and internal teams regarding delivery-related matters.
・Identify root causes of supply disruptions and support corrective actions.
・Escalate critical issues when necessary to ensure customer commitments are met.

Supply Chain Coordination
・Oversee end-to-end supply flow from procurement through production and distribution.
・Monitor inventory levels, lead times, and supply risks.
・Coordinate with procurement, manufacturing, and logistics teams to optimize supply performance.
・Support export documentation and international logistics processes when required.
・Manage operational parameters such as inventory strategy, lead times, transportation planning, and packaging requirements.

Customer Relationship Management
・Build and maintain strong relationships with assigned customers.
・Lead regular operational reviews and supply meetings.
・Communicate demand changes, supply status, and recovery plans.
・Ensure timely responses to customer inquiries and operational concerns.

Continuous Improvement & Projects
・Drive initiatives to improve customer service and supply chain performance.
・Analyze operational risks and implement process improvements.
・Support new product introductions, customer onboarding activities, and supply chain projects.
・Contribute to business continuity planning, documentation, and knowledge transfer activities.

Key Internal Stakeholders
・Supply Chain Management
・Production Planning
・Manufacturing Operations
・Procurement
・Logistics & Distribution
・Customer Service
・Sales & Commercial Teams

Employee Benefits:
【待遇・福利厚生】
交通費支給
退職金制度
財形貯蓄制度
健康保険
厚生年金保険
雇用保険
労災保険

Required Skills

< Must-Have > :
・2 ~ 3 years of experience in Production Control / Production Management (Any industry)
・Experience using SAP
・Experience managing data using tools like Excel

< Languages > :
Japanese or English: Business level in one language, and at least daily conversational level in the other
*Responsibilities will be assigned as either "Domestic Accounts" or "International Accounts" based on language proficiency.
*As a guideline, Japanese language proficiency at JLPT N4 level or higher is required.

< Ideal Candidate Profile > :
・Highly motivated individual who can take initiative and drive tasks independently
・Proactive problem solver with strong communication skills

< Nice-to-Have > :
・Experience in coordination and negotiation with internal stakeholders and OEMs
・Supply chain experience in the automotive industry
・Experience in crisis management and delivery schedule adjustments

< Additional Note > :
Candidates without direct production control experience may still be considered if they have a background in the automotive industry and a strong understanding of factory production flows.

Company Description

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