【外資系医療機器メーカー】サプライチェーンマネージャー｜業界経験不問

サプライチェーンとカスタマーサービスを統括し、マネージャーとしてステップアップ

Job Information

Recruiter
Morgan McKinley

Job ID
1621008

Industry
Bank, Trust Bank

Company Type
International Company

Job Type
Permanent Full-time

Location
Tokyo - 23 Wards

Salary
Negotiable, based on experience

Refreshed
November 2nd, 2026 12:38

General Requirements

Minimum Experience Level
Over 6 years

Career Level
Mid Career

Minimum English Level
Business Level

Minimum Japanese Level
Native Level

Minimum Education Level
Bachelor's Degree

Visa Status
Permission to work in Japan required

Job Description

外資系医療機器メーカーにて、サプライチェーンとカスタマーサービスの両部門を統括するマネージャーを募集しています。

物流戦略の立案、KPI策定、業務改善、チームマネジメントなど、幅広い業務を通じて事業運営をリードするポジションです。

米国・欧州のチームとも連携し、グローバルな環境でマネジメント経験を活かせます。**基本給1,100万円〜、フレックスタイム制あり**の好条件も魅力です。

主な職務内容

- **カスタマーサービス管理**：チームを統括し、受注処理の正確性、納品の円滑化、顧客満足度の向上を推進。
- **在庫・倉庫管理**：SAPを活用した在庫管理、倉庫運営、新製品のシステム登録を担当。
- **外部物流業者の管理**：物流委託先（3PL）の選定・契約交渉・関係構築を通じ、出荷・配送業務を最適化。
- **物流コスト管理**：予算管理や輸送費の分析を行い、業務効率化とコスト削減を推進。
- **KPI策定・業務改善**：物流効率、在庫精度、サービス品質の指標を設定し、継続的な改善を実施。
- **チーム育成・マネジメント**：定期的な1on1を通じて、メンバーの指導・育成とパフォーマンス向上を支援。
- **部門横断の連携**：国内関連部署や海外サプライチェーンチームと協働し、安定した物流・サービス提供を実現。

Are you an experienced Supply Chain Manager looking to take the next step in your career within the medical device industry? Join a leading global healthcare and medical device company in Tokyo and play a key role in optimizing supply chain operations, logistics management, and customer service performance across Japan.

As a Supply Chain Manager, you will oversee end-to-end logistics operations, inventory management, third-party logistics (3PL) partnerships, and customer service activities. You will lead a dedicated team, collaborate with international supply chain professionals, and implement strategic improvements to ensure the reliable delivery of essential medical devices and healthcare products.

This opportunity is ideal for a supply chain professional with strong leadership experience, SAP expertise, and a passion for driving operational excellence in a global healthcare environment.

Key Responsibilities

- Supply Chain & Customer Service Management: Lead and manage the customer service team, ensuring accurate order processing, efficient delivery coordination, and high levels of customer satisfaction.
- Inventory & Warehouse Operations: Oversee inventory accuracy, warehouse storage operations, and new product registration in SAP to maintain reliable stock management and product availability.
- Third-Party Logistics (3PL) Management: Manage relationships with external logistics providers, negotiate vendor contracts, and optimize daily shipping and distribution operations.
- Budget & Cost Optimization: Control logistics budgets, monitor freight and transportation costs, and identify opportunities to improve operational efficiency and cost-effectiveness.
- Performance Management & KPIs: Develop, implement, and monitor supply chain performance indicators to improve logistics efficiency, inventory accuracy, and service quality.
- Team Leadership & Development: Coach, mentor, and support team members through regular one-on-one meetings, performance reviews, and professional development initiatives.
- Cross-Functional Collaboration: Work closely with internal stakeholders and international supply chain teams to align logistics operations with business objectives and ensure consistent service delivery.

Required Skills

必須条件 経験・資格：

- **物流、サプライチェーンマネジメント**などの関連実務経験 5年以上
- 部下の指導・育成を含む**チームマネジメント**経験
- SAP使用経験
- Excel（データ分析、業務レポート作成、パフォーマンス管理など）
- 大学卒業以上、または同等の実務経験

ソフトスキル：

- 社内関係者、外部物流パートナー、海外チームと円滑に連携できる高いコミュニケーション能力
- 実践的な改善策を導き出す論理的思考力、戦略的思考力
- チームメンバーの能力を引き出し、成長を支援できるリーダーシップ
- 顧客満足度と業務効率の両方を追求する主体性・オーナーシップ
- 変化の速いビジネス環境に適応できる柔軟性

語学力：

- **日本語：** ネイティブレベル
- **英語：** ビジネスレベル

歓迎条件

- **医療機器・ヘルスケア業界**におけるサプライチェーン管理や物流業務の経験
- 海外のサプライチェーン・チームと協働した経験
- 外部物流業者（3PL）との契約管理、ベンダー交渉の経験
- 品質保証（QA）部門と連携した経験（製品出荷判定やリリースなど）
- 経理・財務部門と連携した経験（請求書照合、顧客与信管理など）

採用企業について
外資系医療機器。

先進的な医療機器、専門性の高い医療用機器、保守・メンテナンスに必要なサービスパーツなどを提供し、医療現場を支えています。

日本法人の物流部門では、北米・欧州のサプライチェーンチームと連携しながら、国内の倉庫管理、カスタマーサービス、

製品配送を担っています。

この求人がおすすめの理由
- 安定して成長を続ける**医療機器業界**でキャリアを加速
- **サプライチェーン管理とカスタマーサービスの両部門を統括**し、複数の業務領域にわたるマネジメント経験を積める
- 新たなKPIの策定、物流プロセスの最適化など、戦略企画力を磨ける
- マネージャーとして**リーダーシップ経験**を深められる
- 米国・欧州との連携を通じて国際的なビジネススキルを磨ける
- 医療機器や重要な保守部品の安定供給を支える**社会的意義のある仕事**
- フレックスタイム制あり
- 基本給1,100万円〜（経験スキルにより応相談）

Required Skills and QualificationsExperience:
- 5+ years of professional experience in supply chain management, logistics operations, or a closely related field.
- Proven hands-on experience in people management and team leadership, including coaching, performance management, and employee development.
- Strong working knowledge of SAP systems for inventory management, order processing, and supply chain operations.
- Advanced proficiency in Microsoft Excel for operational reporting, data analysis, and performance monitoring.
- Experience managing supply chain processes, logistics coordination, and operational improvements in a business environment.

Soft Skills:
- Excellent communication and interpersonal skills to collaborate effectively with internal teams, external logistics partners, and international stakeholders.
- Strong analytical, strategic thinking, and problem-solving abilities to identify operational challenges and implement practical solutions.
- Demonstrated leadership skills with the ability to motivate, empower, and develop high-performing teams.
- Customer-focused mindset with the ability to balance service excellence, operational efficiency, and business objectives.
- Strong organizational skills, adaptability, and flexibility to manage competing priorities in a fast-paced environment.

Language Requirements:
- Japanese: Native-level proficiency for managing local operations, customer service teams, and domestic logistics partners.
- English: Business-level proficiency for communication and collaboration with international supply chain teams.

Preferred Skills & Qualifications
- Previous supply chain management or logistics experience within the medical device or healthcare industry.
- Experience collaborating with international supply chain teams across multiple regions, particularly North America and Europe.
- Hands-on experience managing third-party logistics (3PL) contracts, vendor negotiations, and external logistics partnerships.
- Familiarity with medical device quality assurance processes, including coordination with QA teams on product release procedures.
- Experience collaborating with finance teams on invoice reconciliation, customer credit management, and financial operations.
- Bachelor's degree or equivalent educational background.

About the Company
Our client is a global healthcare and medical device organization specializing in the supply of advanced medical instruments, specialized healthcare equipment, and essential service parts.

With an established international supply chain network spanning North America and Europe, the company supports healthcare providers through reliable product distribution, efficient logistics operations, and high-quality customer service.

Its Japan operations oversee local warehousing, inventory management, customer service, and medical device distribution, working closely with global supply chain teams to ensure consistent product availability and operational efficiency.

The organization offers a collaborative international environment where experienced supply chain professionals can contribute to operational improvements, strengthen logistics processes, and support the delivery of essential healthcare products across Japan.

Why You'll Love Working Here
- Competitive Compensation: Join a global medical device company offering a competitive compensation package.
- Flexible Working Arrangements: Benefit from a flextime working system, providing greater flexibility in managing your work schedule.
- Broad Leadership Responsibilities: Take ownership of both supply chain management and customer service operations, gaining valuable experience across multiple business functions.
- International Exposure: Collaborate regularly with global supply chain teams in the United States and Barcelona, strengthening your international business experience.
- Strategic Decision-Making: Have the opportunity to establish new operational KPIs, optimize logistics processes, and introduce innovative supply chain solutions.
- Team Leadership & Career Development: Lead and develop a dedicated team while strengthening your expertise in logistics strategy, people management, and operational excellence.
- Meaningful Healthcare Impact: Contribute directly to the reliable distribution of critical medical devices, instruments, and service parts that support healthcare providers across Japan.
- Cross-Functional Collaboration: Work with logistics, customer service, quality assurance, finance, and international supply chain teams to improve business performance.

Company Description

Morgan McKinleyは国際的な人材コンサルティング会社として、さまざまな業界・分野をリードする採用企業様と、スペシャリストとしてのスキルを有する人材とを結びつけるお手伝いをしています。1988年の創立以来、Morgan McKinleyの名は、「卓越した質のサービス」「市場知識の豊富さ」「No.1企業であり続けようとする強い意志」、そして何よりも「実績」を体現する会社として知られています。

リクルーティング スペシャリストである弊社コンサルタントまでお気軽にお問い合わせください。