

**MichaelPage**

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**Senior Delivery Manager (SCM, EDI)****Senior Delivery Manager (SCM, EDI)****募集職種****人材紹介会社**

マイケル・ページ・インターナショナル・ジャパン株式会社

**求人ID**

1542145

**業種**

ソフトウェア

**会社の種類**

外資系企業

**雇用形態**

正社員

**勤務地**

東京都 23区

**給与**

1000万円 ~ 1500万円

**更新日**

2025年05月22日 14:14

**応募必要条件****キャリアレベル**

中途経験者レベル

**英語レベル**

日常会話レベル

**日本語レベル**

ネイティブ

**最終学歴**

大学卒：学士号

**現在のビザ**

日本での就労許可が必要です

**募集要項**

This is a global leader in B2B supply chain/EDI and integration services company. You will serve as the primary client contact overseeing service operations and client satisfaction. The role demands strong leadership, risk management, and stakeholder communication skills to ensure service level agreements (SLAs) are consistently met.

**Client Details**

This is a Canada-base global enterprise software provider specializing in cloud-based B2B integration and supply chain automation. Known for its market dominance in EDI and order management services, the company operates a vast business network that supports over 26 billion digital commerce transactions annually. With a global workforce and an agile team in Japan, it delivers tailored, scalable solutions to some of the world's largest companies across industries including automotive, manufacturing, and retail.

**Description**

- Serve as the primary point of contact for enterprise clients during the full lifecycle of service engagement

- Ensure SLA compliance, manage daily operations, and deliver against contractual commitments
- Lead cross-functional collaboration across Japan and offshore teams (India, Philippines)
- Escalation and issue management, including risk resolution and status reporting
- Maintain and present regular service performance dashboards and client updates
- Drive customer satisfaction, identify service improvement areas, and support revenue growth initiatives
- Coordinate change management and ensure smooth integration of new services
- Promote long-term, productive relationships with clients by delivering service excellence

#### Job Offer

- **Paid Time Off:** 20 paid leave days, 5 sick days, year-end holidays, and additional special leave
- **Benefits:** Health and social insurance, commuting allowance, corporate wellness support, company pension plan, stock purchase plan with 15% discount, education subsidy, referral bonus, employee recognition program, and access to nationwide leisure and fitness discounts
- **Work Environment:** Tokyo-based office with hybrid flexibility (remote 2 days/week).

To apply online please click the 'Apply' button below. For a confidential discussion about this role please contact Mana Chuabangon +81 3 6627 6080.

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#### スキル・資格

- 7+ years of experience in service delivery, consulting, or professional services
- Native-level Japanese and business level English communication
- Knowledge of B2B/EDI integration solutions, order management, logistic, or similar solutions
- ITIL and/or PMP certification is preferred

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#### 会社説明

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