



## 【世界9拠点】 Customer Service & Domestic Logistics Specialist

クリエイティブ/土日祝休み/残業少/スタートアップ/英語を活かせる/外資系企業

### 募集職種

#### 採用企業名

WPIC Technology Japan 合同会社

#### 求人ID

1549887

#### 業種

デジタルマーケティング

#### 会社の種類

中小企業 (従業員300名以下) - 外資系企業

#### 雇用形態

正社員

#### 勤務地

東京都 23区

#### 給与

経験考慮の上、応相談

#### 勤務時間

9:00am to 6:00pm

#### 更新日

2025年10月01日 11:00

### 応募必要条件

#### 職務経験

3年以上

#### キャリアレベル

中途経験者レベル

#### 英語レベル

ビジネス会話レベル

#### 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

#### 【Who We Are】

WPIC Marketing + Technologies is a leading APAC e-commerce and technology consultancy. We help global brands succeed in Japan and Asia through data, analytics, e-commerce solutions, warehousing and logistics, and essential support services. With over 400 staff across 9 cities worldwide, we provide end-to-end market entry and growth solutions.

#### 【Main Responsibilities】

#### Customer Service

- Respond to customer inquiries on Amazon, Rakuten, and Shopify platforms.
- Maintain a high level of customer satisfaction through timely and effective communication.

#### Handling Domestic Logistics Issues

- Supervise the daily shipping process (no packaging work required personally).
  - Guide and oversee warehouse staff to ensure correct packing and shipping.
  - Handle product returns and ensure smooth resolution.
  - Monitor inventory levels across projects and flag overstock, low stock, or approaching expiration dates.
  - Support the logistics manager with compliance inquiries and research.
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#### スキル・資格

##### 【Requirements】

- Ability to read and understand written English.
- Experience in online customer service.
- Experience in logistics operations.
- Ability to use Excel and Word to perform simple data operations.

##### 【Nice to Have】

- Ability to speak English and/or Chinese.
- Experience operating Rakuten, Amazon, or Shopify platforms.
- Familiarity with the Pharmaceutical Affairs Act.
- Experience with cross-border logistics.
- Experience with compliance checks procedures.

##### 【Desired Personality】

- Able to work in a fast-paced, small-team environment and adapt to change..
- Strong project management and time management skills.
- Analytical thinker with attention to detail; comfortable with numbers and optimizing resources.
- Capable of thinking and acting independently without constant instruction.

##### 【Work Conditions】

- Employment type: Full-time, permanent.
  - Location: Tokyo 23 wards (office-based, with potential for partial remote work).
  - Working hours: 9:00 am – 6:00 pm (flexible time system).
  - Holidays: Saturdays, Sundays, national holidays, year-end/New Year.
  - Salary: Negotiable (based on experience and skills).
  - Benefits: Social insurance, company laptop, commuting expenses covered.
  - Probation Period: 6 months (employment will be under a fixed-term contract during this period).
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#### 会社説明