

## Service Delivery Manager/サービスデリバリーマネジャー（家具・家電）

日本語能力N2相当以上で、お客様とスムーズなやり取りができる方。

### 募集職種

#### 人材紹介会社

The SuperTalent Company Ltd (Superstars)

#### 採用企業名

Smart furniture products for office and home use

#### 求人ID

1580611

#### 部署名

Furniture, Home appliances or Smart home products

#### 業種

その他（流通・小売・物流）

#### 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

その他東京

#### 給与

350万円～経験考慮の上、応相談

#### 更新日

2026年04月01日 04:00

### 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

ビジネス会話レベル

#### 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

**\*For any inquiry about this position before applying from CareerCross, please contact 「 pavlo@gosuperstars.com 」 .**

My client, a online home of a major ergonomic furniture and smart home hardware manufacturer with global operations is looking for a Service Delivery Manager/Team Leader who has more than 5 years of large furniture logistics distribution or installation service management experience, including at least 2 years of team management experience

**Location:** Saitama & Tokyo

#### Priority:

1. Experience in installing furniture, home appliances or smart home products

2. Experience in ISO service quality management system
3. Familiar with roads in Tokyo and surrounding areas

**Responsibilities:**

1. Responsible for the daily operation management of the delivery service team, including scheduling, route planning, service quality management
2. Establish and optimize the delivery service process and standard operating procedures (sop)
3. Responsible for technical training, safety training and customer service training for team members
4. Manage the maintenance and maintenance of service vehicles, tools and equipment
5. Handle customer complaints and special service needs to improve customer satisfaction
6. Ensure that the team complies with Japanese road transport regulations and safety regulations
7. Responsible for team performance management and assessment
8. Work with other departments (sales, customer service, warehouse) to optimize the overall service process

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スキル・資格

**Prerequisites:**

1. Japanese, bachelor degree or above, logistics management, operation management or related major is preferred
2. More than 5 years of large furniture logistics distribution or installation service management experience, including at least 2 years of team management experience
3. Hold a medium-sized driver's license (medium-sized exemption), hold a 2-4 ton truck (2-4t vehicle) driver's license and have relevant driving experience
4. Familiar with Japan and related transportation regulations
5. Excellent communication and coordination skills and problem solving skills
6. Japanese ability n2 or above, able to communicate with customers fluently

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会社説明