

「プロだからわかる、あなたのスキルが活きる場所」
60以上の業界・職種に特化した専門チームがサポート

Robert—
Walters

【英語を活かす】プログラム運用マネージャー / Program Operations Manager

物流会社にて、プログラム運用マネージャーの求人がございます。

募集職種

人材紹介会社

ロバート・ウォルターズ (Robert Walters)

採用企業名

物流会社

求人ID

1602277

業種

物流・倉庫

雇用形態

正社員

勤務地

東京都 23区

給与

700万円 ~ 800万円

更新日

2026年08月10日 06:00

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

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

A renowned logistics company is looking for a Program Operations Manager. The selected candidate will lead cross-functional logistics operations, service level management, volume analysis, and continuous improvement initiatives.

A logistics and supply chain company providing integrated freight, transportation, and contract logistics services for business customers. It supports domestic and international operations through transport networks, warehousing capabilities, and end-to-end logistics solutions.

Keywords:

サプライチェーン, 物流, ロジスティクス, 求人, 外資系

Job Ref: 0V10JZ

Responsibilities:

- Collaborate with carriers and customer service teams to identify delivery issues and propose client-focused solutions
- Systematise product management across SKUs, packaging, sizes, weights, handling needs, and product characteristics
- Analyse shipping volumes, demand changes, return rates, damage rates, transport performance, and transit efficiency
- Manage service levels across order-to-shipment lead times, transportation quality, and inquiry response times
- Define KPIs, conduct Fit & Gap analysis, and lead performance reporting for internal teams and clients
- Oversee logistics partner selection, RFP processes, vendor evaluation, schedules, and daily outsourced operations

Requirements:

- Bachelor's degree or equivalent
- 3-5 years of operational, customer service (CS), or 3PL management experience within the logistics, supply chain, or e-commerce industries
- Excellent data analysis and numerical management skills
- Proficient in performing data aggregation and analysis using MS Excel (VLOOKUP, pivot tables, and various formulas)
- Business level English; native level Japanese

Preferred requirements:

- Experience in account management or B2B customer-facing roles within global companies or dealing with international clients
- Prior experience in data visualisation and process improvement utilising SQL or BI tools
- Proven experience in new project launches or logistics fulfillment center setups (startup phase experience)
- Background in identifying issues and driving cross-functional solutions in a fast-paced, dynamic environment

会社説明

For over 25 years, in Japan, we have been a driving force in the Japanese bilingual recruitment market, providing high-quality candidates for our clients and access to the best jobs. We always put the interests of our clients and candidates first and run on a non-commission model that promotes a working culture where teamwork is incentivised. We strive to find the best fit for both employer and job seeker and don't push people into unsuitable roles.