

Job Detail

Staff Level

Position Title	[World's largest comprehensive logistics company] Customer care specialist position Stable employment environment and comprehensive benefits
Recruiter Company	EPS Consultants LLC
Company Name	Company name is private
Activated / Updated	2024-04-19 / 2024-04-19
Job Type	Administrative - International Affairs Administrative - International Trading Administrative - Logistics/Materials & Purchase Control
Industry	
Location	Asia Japan Tokyo
Job Description	<p>■Business content</p> <p>Provides helpful information to customers, answers questions, and works closely with the Operational Key Account Manager to provide excellent service.</p> <p>- (Operations) Work closely with Key Account Managers + Operational Care Center (OCC) to improve customer engagement and satisfaction.</p> <p>- Establish and strengthen business relationships with customer contacts through daily interactions and proactively provide advice and consultation to customers to ensure customer satisfaction.</p> <p>- Support customer onboarding along with work instructions and ensure customer requirements are included and transferred into our systems along with the (initial) customer order.</p> <p>- Examine customer orders and input them into business execution processes.</p> <p>- Creation, review, and improvement of customer reports and support thereof.</p> <p>- Work with finance and key account managers to adjust credit limits based on day-to-day business developments.</p> <p>- Document, resolve, and analyze complaints to identify, share, and eliminate root causes.</p> <p>- Achieve all financial and strategic goals.</p>
Company Info	<p>Overview of the hiring company</p> <p>We are a comprehensive logistics company with headquarters in Europe. In our forwarding business, we boast the world's highest cargo handling volume for both ocean and air transport, and we are also focusing on land transportation and contract logistics businesses. We also have strengths in our independently developed IT systems that manage the entire SCM, and have established an established position in the industry.</p>
Working Hours	9:00~18:00 (Core time 10:00-16:00)
Qualifications	<ul style="list-style-type: none">• Three years or more of experience in international logistics work in the forwarder shipping department or at a shipping company or shipping logistics company.• Business level English proficiency required
English Level	Business Conversation Level (TOEIC 735-860)
Japanese Level	Native Level
Salary	JPY - Japanese Yen JPY 4000K - JPY 7000K

Job Contract Period	Full-time employment
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