

Job Detail

Staff Level

Position Title	[Osaka] Aviation import/export customer service The world's largest foreign forwarder
Recruiter Company	EPS Consultants LLC
Company Name	Company name is private
Activated / Updated	2024-04-19 / 2024-04-19
Job Type	Administrative - International Trading Administrative - Logistics/Materials & Purchase Control Administrative - International Affairs
Industry	
Location	Asia Japan Osaka
Job Description	<ul style="list-style-type: none"> -Work closely with field sales and the Operational Care Center (OCC) to drive customer engagement, satisfaction improvement, retention, and revitalization. - Establish and strengthen working relationships with customers and ensure customer satisfaction through daily interactions, regular care visits, and proactive advice and consulting. <ul style="list-style-type: none"> • Arrangement work related to air transportation, such as preparing and arranging related documents. -Qualify customer inquiries, provide quotations within a given price range, and follow up to ensure quotations are accepted and settled. - Support customer onboarding according to work instructions and capture customer requirements into internal systems at the same time as customer orders. - Collaborate with Finance and Revenue Care Center (RCC) to adjust credit limits based on day-to-day business development and coordinate countermeasures in case of problems. - Document and analyze all customer feedback to identify, share, and eliminate root causes. <ul style="list-style-type: none"> • Creation and review of customer reports.
Company Info	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.
Working Hours	9:00~18:00 (Core time 10:00-16:00)
Qualifications	<ul style="list-style-type: none"> • Work experience in a forwarder's air transportation department or an air logistics company • Business level English proficiency • Those who can build good relationships with internal and external parties • Those with work experience at a foreign company are welcome.
English Level	Business Conversation Level (TOEIC 735-860)
Japanese Level	Fluent(JLPT Level 1 or N1)
Salary	JPY - Japanese Yen JPY 4000K - JPY 5500K
Job Contract Period	Full-time employment