

Job Detail

Staff Level

Position Title	Customer Service Specialist in SaaS Logistics! 7.5M JPY
Recruiter Company	Michael Page International Japan K.K./マイケル・ページ・インターナショナル・ジャパン株式会社
Company Name	Company name is private
Activated / Updated	2024-05-02 / 2024-05-02
Job Type	Customer Service - Customer Support
Industry	Transport/Storage/Logistics
Location	Asia Japan Tokyo
Job Description	<p>We're seeking a bilingual Customer Service Specialist to support the implementation and utilization of our Container Shipping Platform, guiding clients through the pilot phase to full deployment.</p> <p>Description</p> <ul style="list-style-type: none">* Implementing company's solution during the pilot phase on a functional level, including setting up the solution and guiding customers through the process.* Conducting comprehensive training sessions for new users to ensure efficient utilization of our platform.* Project management responsibilities, including hosting weekly and monthly meetings with customers, facilitating a seamless transition from the pilot phase to full deployment.* Providing exceptional support by managing tickets routed to L1 and establishing and monitoring KPIs that enhance customer satisfaction and drive value for both clients and the company. <p>Profile</p> <p>Requirements:</p> <ul style="list-style-type: none">* Native-level proficiency in Japanese AND English, with the ability to communicate effectively in both languages.* Background in transport, supply chain, maritime, project management, or order management, with a strong understanding of industry practices.* Proven track record of successfully managing customer relationships and delivering exceptional service.* Excellent organizational skills and attention to detail, with the ability to manage multiple projects simultaneously.* Strong problem-solving abilities and a customer-centric mindset. <p>Job Offer</p> <p>Salary:</p> <p>The salary for this position can range up to 7.5M JPY, commensurate with experience and qualifications.</p> <p>Work hours: Monday-Friday, 9AM-6PM, Full-remote, office visit occasionally</p> <p>To apply online please click the 'Apply' button below. For a confidential discussion about this role please contact Michelle Rosette on +813 6832 8698.</p>
Company Info	A leading Container Shipping Platform revolutionizing ocean transportation. They empower businesses worldwide by providing innovative solutions to streamline logistics operations.
English Level	Fluent (TOEIC 865-)
Japanese Level	Native Level

Salary	JPY - Japanese Yen JPY 4500K - JPY 7500K
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