



JOB DESCRIPTION

JAPANESE ACCOUNTS SUPPORT SALES & CUSTOMER SERVICE

Dual reporting line: BM/CM in Germany as functional manager (daily management)
BDM/CM Japan as hierarchical manager (performance management)

Geographical scope: Germany
Based in: Düsseldorf or Frankfurt

Area of responsibilities:

The Support Sales will farm and secure the Japanese accounts which have been contracted by the Japan Business Development Manager in Germany, remotely based in Japan. S/he will act as the right hand of the BDM and will be the Germany-based contact to answer the client's requests and ensure their full satisfaction, while providing sourcing of prospects.

Main missions :

- Maintain the existing clients portfolio
- Handle RFQ/procurement through the network & carriers with a focus on optimization of margins
- Assist the BDM for the preparation of Sales campaigns and administrative follow-up
- Find opportunities through sales visits and calls on behalf of the BDM and register the updates in Clasquin's CRM (Easylink)
- Attend international fairs to meet Japanese visitors
- Ensure the proper follow-up of the information contained in the client portfolio and handle the day-to-day activities with the clients
- Answer client requests as their local contact on behalf of the BDM
- Keep updated on the market evolution

Skills and Experience :

- Japanese native or bilingual
- Good command of English and German
- 3-5 years of experience in the Freight-Forwarding industry
- Good understanding of operations
- Great communication skills and client-minded
- Curiosity and ability to adapt to the business environment
- Positive attitude and ability to work in a team
- Availability to travel

Contact : Clasquin Japan Co.,Ltd.
Akihiko SAKUMA – Sales Director
E-Mail : akihiko.sakuma@clasquin.com

NB: This description is standard and only mentions the main elements, competences and missions of the job position. It is not all-comprehensive and may evolve depending on the company's needs.