

# Inside Sales Japanese Customers 🇯🇵



📍 40472 Düsseldorf

Welcome to the dynamic world of Yusen Logistics!

**About Us:** Yusen Logistics is one of the world's leading providers of logistics solutions, helping businesses optimize their global supply chains. With over 25,000 employees across more than 650 locations in 46 countries, we offer an inspiring work environment with diverse development opportunities. As a company with Japanese roots, we embrace the philosophy of **Kaizen** – the culture of continuous improvement – in all our business areas.

As **BD Inside Sales**, you are responsible for supporting and advising our customers in day-to-day business – with a special focus on our Japanese partners.

Your **Japanese language skills** and cultural understanding help you strengthen existing relationships and successfully develop new business opportunities.

## Your Responsibilities for Inside Sales:

- Active acquisition of new customers and support of existing ones through regular telephone and written communication – including in Japanese, English, and German
- Handling customer inquiries, including checking feasibility and profitability, creating offers, following up, and conducting negotiations
- Managing complaints and escalations in case of service deviations or unmet customer requirements, with possible handover to specialist departments
- Close collaboration and coordination with internal departments and international partners to ensure smooth operations and implementation of customer needs
- Conducting and documenting price negotiations with subcontractors, coordinating local tenders to support the sales process
- Maintaining and updating all relevant customer and order data in the CRM system to ensure effective handover of information to the Operations department



## Your Profile for Inside Sales:

- Completed commercial apprenticeship or relevant academic background, ideally with a focus on logistics or business
- Initial experience in customer service or inside sales, preferably within the logistics industry
- Excellent command of German, English, and **Japanese**, along with a strong understanding of **Japanese culture** and business etiquette
- Strong communication and teamwork skills, with a customer-oriented mindset
- Quick comprehension, solution-oriented approach, and a strong sense of commercial thinking.
- High level of resilience, reliability, and self-organization, with active involvement in continuous improvement processes

## Why Yusen Logistics?

**To Support Your Individual Needs** – Whether you aim to lead a healthy lifestyle, have enough time for yourself and others, or further develop your skills – we offer a wide range of location-specific benefits:

- **Professional Development:** Regular feedback and development discussions, targeted support through high-quality training, and access to our self-learning platform
- **Attractive Working Conditions:** 39-hour workweek, 30 days of vacation, flexible home office options (2–3 days per week), company pension scheme, and financial contributions to capital-forming benefits
- **Additional Perks:** Free parking, free Urban Sports Club membership, bike leasing, employee discounts, referral bonus program, and much more
- **Supportive Work Environment:** Free beverages and a respectful, family-like atmosphere. Works council and representation for employees with disabilities are always there for you

## **Ready to design the future of logistics with us?**

Then take your chance and apply! Ms. Andrea Körschenhausen is looking forward to your application! Let's conquer the world of logistics together!

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