

ChartWorld was established in 2002 with the desire to make commercial shipping safer and more efficient. The main areas of activity include the development of concepts for optimized digital route and voyage planning, the equipping of ships with digital navigation systems and charts as well as the installation of supplementary software products.

Today, ChartWorld is the market leader for ECDIS as a service, and a driver of digital navigation and automated voyage planning tools. The company operates with more than 150 staff working in offices in Germany, Singapore, Cyprus, Canada, and Japan. An open minded and team-oriented workforce keeps us competitive and provides opportunities for ChartWorld and its customers. Together we can transform the maritime industry, improve safety and efficiency and help protect a sustainable environment. We are looking to strengthen our team in Tokyo and seek a:

Customer Relations Manager (m/f/d) - Japan

Your main activities:

- Onboarding of new customers from signup to start of billing
- Account management using a professional CRM tool
- Coordinating equipment installations in Japan and overseas
- Communication with customers by e-mail, on the phone, and face-to-face
- Contract management / Preparation of sales contracts
- Liasing with other service providers to ensure ChartWorld solutions can be delivered smoothly
- Project management of small projects
- Order processing, invoicing and issuing safety deposits

Your profile:

- Excellent spoken and written English and Japanese language skills
- Strong communication and teamworking skills
- Customer service experience
- Commercial sense
- Experience working in a multinational organization is an advantage
- Analytical and organisational skills
- Ability to explain products and services to customers
- Good knowledge of MS Office
- Experience with Salesforce or similar CRM systems
- Initiative and hands on mentality
- Basic understanding of network technologies and communication technologies would be advantageous.
- Preferably some experience working in with the maritime industry (nautical equipment, and navigation systems in particular would be a bonus)
- Ability to travel occasionally in Japan. Training will be provided in Singapore at least once.

Our Offer:

We offer a permanent employee contract with an interesting international approach and with above-average payment. You will receive thorough and individual training with us. We also offer flexible working hours, modern offices and attractive work from home opportunities. Become part of a highly motivated team in an environment that promotes wealth of ideas and rewards initiative and dedication. Employees are registered for standard Japanese health insurance and pension (社会保険).

Interested applicants, please send your application including salary expectations and earliest start date to:

ChartWorld Japan K.K.

jobs@chartworld.com

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