

# ecovadis

Customer Care Associate ◆ 世界最大サステナビリティ評価機関 ◆ 「持続可能な世界」を実現しましょう

**Work smart, have fun and make an impact!**

## Job Information

### Hiring Company

EcoVadis

### Job ID

1478417

### Industry

Software

### Company Type

Large Company (more than 300 employees) - International Company

### Non-Japanese Ratio

Majority Japanese

### Job Type

Permanent Full-time

### Location

Tokyo - 23 Wards, Chiyoda-ku

### Salary

Negotiable, based on experience

### Refreshed

July 9th, 2024 11:00

## General Requirements

### Minimum Experience Level

Over 1 year

### Career Level

Mid Career

### Minimum English Level

Business Level

### Minimum Japanese Level

Native

### Minimum Education Level

Bachelor's Degree

### Visa Status

Permission to work in Japan required

## Job Description

### Our purpose is to guide all companies toward a sustainable world.

EcoVadis is the leading provider of business sustainability ratings. Our solutions are backed by an international team of experts and powerful technology. We analyze data and build sustainability scorecards that give companies actionable insights into their environmental, social and ethical risks.

### Why apply to EcoVadis?

Be a part of the global sustainability change in business. Grow your career. Work with extraordinary people. Feel valued for your contribution.

## Job Description

- Providing support for customers via phone, email, chat to ease their experience on the platform, answer questions, and provide consultative assistance
  - Take appropriate steps to listen, understand, and engage with the customer to find solutions and communicate options
  - Developing a comprehensive understanding of the EcoVadis platform, processes, and practices to ensure quality assistance with incoming customer queries; continuous learning is necessary as we expand service offerings and make improvements
  - Understanding and communicating industry best practices and the evolution of EcoVadis product, platform functionality, methodology, and administrative services integral to the customer's success
  - Capturing internal and customer-sourced insights, then proactively reporting and contributing as necessary with the Team Leader, Management, and other EcoVadis BUs to bridge gaps that may exist between customer expectations and participation
  - Additional responsibilities related to the function may be required
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## Required Skills

### Qualifications

- Bachelor or Diploma in Communications, International Business Management or any related field with at least 1 year of experience preferably with international exposure in a customer service/ support role.
- Fluent in **Japanese**, and English is a must; proficiency in additional languages would be a plus.
- Ability to speak with a customer as a first-level support
- Customer and quality-oriented attitude
- Being open-minded and flexible
- Excellent written and verbal communication skills
- Good time management with strong organizational skills
- Interest in Sustainability would be a plus

### Additional Information

- Beginning: ASAP
- Full time position
- Location: Yotsuya Tokyo

### In return for your expertise and energy, we offer:

- Working Hours: 40 hours per week from Monday to Friday
- Social Insurance
- Commuting Allowance
- Work Model: Hybrid Work Model

Our team's strength comes from everyone's uniqueness and is founded upon mutual respect. EcoVadis commits to equity and inclusion and does not accept any form of discrimination based on color, national or ethnic origin, ancestry, citizenship, religion, beliefs, age, sex, gender identity, sexual orientation, neurodiversity, disability, parental status, or any other protected characteristic that makes you unique.

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