



End-User Support Technical Specialist 【ハードウェア関連のサポート経験者歓迎！】

2021年事業譲渡により新設企業。音響機器の世界的リーディングカンパニー

Job Information

Hiring Company

[Sonova Consumer Hearing Japan](#)

Job ID

1485173

Industry

Other (Manufacturing)

Company Type

Small/Medium Company (300 employees or less) - International Company

Non-Japanese Ratio

(Almost) All Japanese

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards, Minato-ku

Train Description

Hanzomon Line, Aoyama Itchome Station

Salary

4.5 million yen ~ 6 million yen

Work Hours

スーパーフレックスタイム制 (7:00 ~ 22:00 7時間勤務)

Holidays

完全週休二日制 夏季休暇 年末年始

Refreshed

July 30th, 2024 00:00

General Requirements

Minimum Experience Level

Over 3 years

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

募集要項の要約

- ・ エンドユーザーサポート技術スペシャリスト
- ・ 技術的な製品サポート（L2）と苦情処理（L1/L2）
- ・ 自己サービスツールからのエスカレーション

End-User Support Technical Specialist

【Purpose of Position】

Ensuring that everything starts and ends with the customer.

End User Support Technical Specialist provide technical support to end-customers on a variety of issues relating to our products and self-help tools. The role requires extensive knowledge and training of all Sennheiser products past and present. Duties include communication via telephone, email and chat while providing the highest level of customer service.

The Specialist will be required to provide in depth trouble shooting to the End consumer, to resolve Level 2 technical issues with our products. This role assists with the creation of FAQ product content, knowledge base articles and canned responses for the CRM tool. Additionally supporting with product testing and feedback loop to Product Managers on pre-launch and launch phase products. Specialists will generally deal directly with end users and must effectively communicate answers in a way they can understand. Their responsibilities include diagnosing product or tool issues and providing callers with step-by-step solutions over the phone, by email or chat. They will also handle customer communications during the repair service process

【Primary Job Responsibilities】

- ・ Technical product support L2 (pre | post-sales support)
- ・ Complaint handling L1 and L2
- ・ Escalations from self-service tools (FAQ, How -to-guides)
- ・ Contribute to self-help content.
- ・ Customer service and complaint handling
- ・ Assist end users with our suite of self-help tools (Repair portal, web shop)
- ・ Provide repair service customer support.
- ・ Ability to distil complex product information or instructions into digestible customer communication.
- ・ Maintain accurate records of customer interactions, complaints, and resolutions in the customer service database.
- ・ Identify opportunities for upselling and cross-selling products to increase sales and customer value

【Additional Job Responsibilities】

- ・ Support with achievement of relevant KPI targets.
- ・ Remain current on product information and product updates through available resources.
- ・ Assist other co-workers in the department as needed.

選考プロセス

適性試験：無し
面接回数：2回

雇用形態

無期雇用
試用期間：有り（3か月）

年収

450万円～600万円
年俸制
月収：37.5万円～50万円 / 月額基本給：34万円～45.4万円
賞与：年1回
昇給：年1回
※上記年収はモデルであり、スキル・経験を考慮の上決定致します。

勤務地

〒107-0062 東京都港区南青山1-1-1新青山ビル西館2階
東京メトロ半蔵門線 / 銀座線 / 大江戸線 青山一丁目 駅から徒歩3分
出向：無し
転勤：無し
受動喫煙対策：就業場所 全面禁煙

勤務時間

スーパーフレックスタイム制
就業時間 07:00～22:00
休憩時間 60分
残業 月10時間～20時間程度
フレックスタイム制（精算期間:1か月、160時間、1日あたりの労働時間8時間）
勤務時間が6時間を超える場合には、休憩時間1時間
コアタイムなし

休日休暇

完全週休二日制 夏季休暇 年末年始
夏季休暇・年末年始休暇、その他会社の定めの日
年間有給休暇：入社月によって入社日に数日付与。後日残数付与、初年度11日です。

手当/福利厚生

- 交通費：全額支給
 - 残業手当：通常の残業代
 - 社会保険：健康保険 厚生年金 雇用保険 労災保険
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Required Skills**【Minimum Qualifications】**

- Bachelor's Degree preferred, or equivalent combination of education and related experience.
- Superior level of customer- and sales orientation
- Excellent problem-solving skills
- Deep product knowledge in consumer products and Bluetooth technologies
- Excellent communication (oral and written) skills, and excellent phone skills.
- Superior customer service attitude; able to handle difficult customers with diplomacy and tact.
- Ability to speak and write in local language and English at level 2 (other language skills a plus)
- Able to work independently and with a team and to promote a positive work atmosphere.
- Able to quickly learn company systems and tools.
- Interest in the consumer products preferable
- Strong analytical and troubleshooting skills.
- Results focused by aiming for and exceeding performance targets and goals to drive personal accountability.
- Able to interpret and apply department policies and procedures and applicable laws, rules, and regulations.
- Actively seeks additional experience and knowledge in technical/ functional areas to gain expertise beyond current assignments.
- Empathy and patience in dealing with customer inquiries and complaints

【Preferred/Additional Qualifications】

- Strong PC Skills in MS Office, JD Edwards (preferred)
- Cross-departmental communications behaviour and sense of responsibility
- Comfortable providing direct feedback.
- Excellent interpersonal skills
- Excellent written and verbal communication skills.
- Strong, accurate data entry skills
- Good organizational skills with excellent follow-through
- Understanding of Ecommerce solution
- Ability to support end-user with online Direct Sales

【Minimum Experience】

- 3-5 years Customer Service experience

【Relevant/Additional Experience】

- Proficient user of IT systems & Applications, MS365 Office

【Industry preference】

- Consumer Electronics
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Company Description