

**MichaelPage**

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## Customer Tech Support Operations - Software

### Customer Tech Operations

#### Job Information

**Recruiter**

Michael Page

**Job ID**

1486859

**Industry**

Software

**Job Type**

Permanent Full-time

**Location**

Tokyo - 23 Wards

**Salary**

4 million yen ~ 6 million yen

**Refreshed**

July 19th, 2024 14:29

#### General Requirements

**Career Level**

Mid Career

**Minimum English Level**

Fluent

**Minimum Japanese Level**

Native

**Minimum Education Level**

High-School or Below

**Visa Status**

Permission to work in Japan required

#### Job Description

As a Customer Support Operations Specialist, you'll be the main point of contact for clients in the transportation and logistics sector, addressing technical issues and ensuring seamless service operation. Leverage your technical skills and exceptional communication abilities to enhance transportation efficiency and sustainability.

**Client Details**

Join a leading technology solutions provider for the transportation and logistics industry, specializing in dynamic route optimization. We are committed to improving transportation efficiency and sustainability through innovative solutions.

**Description****Responsibilities:**

- Act as the primary contact for our diverse clientele, including municipalities, transportation services, bus companies, and logistics firms.
- Address technical issues and resolve application-related problems to ensure smooth operation of our services.
- Respond to customer inquiries with prompt and effective communication.

- Utilize your technical expertise and customer service skills to deliver exceptional support.
- Contribute to our mission of enhancing transportation efficiency and sustainability.

#### Job Offer

**Salary:** 4M-6M JPY, including bonus

**Probation Period:** 3 months, with 3-6 months training

**Location:** Tokyo 23 wards, Hybrid set-up

**Work Hours:** 9 AM - 6 PM, Monday to Friday

To apply online please click the 'Apply' button below. For a confidential discussion about this role please contact Michelle Rosette on +813 6832 8698.

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#### Required Skills

##### Qualifications:

- Native-level proficiency in Japanese and fluency in English.
  - Minimum of 2 years of experience in customer service within logistics operations and technical support.
  - Knowledge in logistics processes, order management and customer relations
  - Tech savvy ideally in software
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#### Company Description

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