



「プロだからわかる、あなたのスキルが活躍の場所」
60以上の業界・職種に特化した専門チームがサポート

Robert—
—Walters

【英語を活かす】カスタマーサービスオペレーター/ Customer Service Operator

エネルギー会社にて、カスタマーサービスオペレーターの求人がございます。

Job Information

Recruiter

Robert Walters Japan (ロバート・ウォルターズ)

Hiring Company

エネルギー会社

Job ID

1489555

Industry

Petrochemical, Energy

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

5 million yen ~ 7 million yen

Holidays

完全週休2日制, 土日祝日休み, 有給休暇

Refreshed

August 20th, 2024 01:00

General Requirements

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

Fluent

Minimum Education Level

Bachelor's Degree

Visa Status

Permission to work in Japan required

Job Description

A global energy company is seeking a Customer Service Operator. This role involves responding to issues, organising activities, and ensuring 24/7 customer service availability.

An international technology leader that aims to further sustainable energy. This firm offers state of the art solutions to various across various industries and has a user base across global locations.

Keywords:

カスタマーサービス, サポート, コミュニケーション, 接客, 求人, 外資系

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Responsibilities:

- Serve as the primary contact for customers and advanced service requests, providing L1 support
- Respond to inquiries via phone, email, and web with professionalism and efficiency
- Report and allocate customer issues to appropriate departments, and support online troubleshooting
- Participate in ensuring 24/7 availability and follow-up to resolve customer issues
- Collaborate with multiple departments for Customer Service Operations
- Uphold company values of safety and integrity in all actions

Requirements:

- Bachelor's degree or above in engineering (electrical or mechanical)
- More than 1 year of experience in technical for GCB, GIS, or TR
- Fluent level Japanese; proficient in English

Company Description

We've been a driving force in the Japanese bilingual recruitment market, providing high quality candidates for our clients and access to the best jobs for over 20 years. We operate a team-based profit share system which, we believe, sets us apart from the majority of competitors by enabling us to always put the interests of our clients and candidates first. That means we can find the best fit for employer and job seeker, and we never push people into unsuitable roles.