

カスタマー サポート スペシャリスト - 在宅勤務オプションあり!

カスタマーサポートスペシャリスト (ハイブリッド勤務)

Job Information

Recruiter

Michael Page

Job ID

1500164

Industry

Tourism

Job Type

Permanent Full-time

Location

Kanagawa Prefecture

Salary

3.5 million yen ~ 4.5 million yen

Refreshed

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General Requirements

Career Level

Mid Career

Minimum English Level

Fluent

Minimum Japanese Level

Native

Minimum Education Level

Associate Degree/Diploma

Visa Status

Permission to work in Japan required

Job Description

Provide exceptional customer service and address the needs of customers (guests and airline partners) through various communication channels (phone, email, and chat).

Client Details

Global Online Travel Agency

Description

- Efficiently manage a high volume of inquiries from clients and customers in a professional manner.
- Take responsibility for achieving individual KPIs and contributing to team goals.
- Implement business strategies and enhance customer service through self-service solutions.
- Proactively identify and suggest improvements to work processes.
- Collaborate with Team Leaders and/or Managers when necessary.
- Assist with office-based administrative tasks as needed.
- Uphold a high level of integrity and confidentiality by ensuring customer information is protected at all times.

Job Offer

Salary: 300,000 JPY - 350,000 JPY/month + bonus (base salary negotiable based on experience and skills)

Shifts: 9:00-18:00, 11:00-20:00, or 13:00-22:00, with 5 working days and 2 consecutive days off.

Work Setup: Hybrid option available

Promising progression with an opportunity to transfer to offices within APAC

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

Required Skills

Requirements:

- Native-level Japanese and fluency in English.
 - Candidates with N1 proficiency and an existing work visa are welcome.
 - Willingness to work shifts, including weekends.
 - Experience in customer service, hotels, or airlines is a plus.
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Company Description

オンライン旅行代理店