

**MichaelPage**

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Travel Industry: Customer Support position!

Customer Service - Global Travel Company

Job Information

Recruiter

Michael Page

Job ID

1502580

Industry

Tourism

Job Type

Permanent Full-time

Location

Kanagawa Prefecture

Salary

3.5 million yen ~ 5 million yen

Refreshed

November 11th, 2024 15:09

General Requirements

Career Level

Entry Level

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

As the Customer Service Specialist you will be providing excellent customer support to guests and partners by managing inbound calls, emails, and chats. You will get to uphold and improve the operational flow and the good reputation of the company!

Client Details

Our client is a multinational travel company that employees thousands of people and deals with a great variety of service by applying cutting-edge technology that connects travelers all over the world.

Description

As the Customer Service Specialist you will be providing excellent customer support to guests and partners by managing inbound calls, emails, and chats. You will get to uphold and improve the operational flow and the good reputation of the company!

Among the main responsibilities:

- Handle issues and concerns from customers, including operational issues, pricing / invoice queries, among others
- Communicate with and report to Team Leaders and/or Manager for feedback and updates
- Identify and communicate ways to improve the flow of operations
- Listen attentively to customers needs and provide professional solutions for their requests
- Perform office-based administrative duties whenever required
- Maintain confidentiality about customers information and establish a trust-based relationship

You will get to join a very diverse, creative, and passionate Team that cares about excellence and is focused on growth.

Job Offer

- Flexible work environment with great WFH structure
- Diverse and international environment
- Unique company-provided benefits focused on employees wellbeing

To apply online please click the 'Apply' button below. For a confidential discussion about this role please contact Davide Capretta at +81 3 6832 8675.

Required Skills

The successful applicant is passionate about the industry and driven to build and maintain an excellent operational practices and relationships with key partners. In order to succeed in this position, the candidate presents the following credentials:

- Passionate about Customer Service to provide help and support
- Previous Customer Service experience ideal
- Possessing a Bachelor's Degree
- Team Player passionate and proactive about improving operational standards
- Fluent level of Japanese language skills
- Great command of the English language that will be used to communicate with customers and partners

Company Description

A multinational travel company that employees thousands of people and deals with a great variety of service by applying cutting-edge technology that connects travelers all over the world.