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Billing Unit CS Operator - Global Insurance Provider

CS Operator at Global Insurance Provider

Job Information

Recruiter
[Michael Page](#)
Job ID

1506952

Industry

Insurance

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

3.5 million yen ~ 5 million yen

Refreshed

November 28th, 2024 13:52

General Requirements

Career Level

Mid Career

Minimum English Level

Daily Conversation

Minimum Japanese Level

Native

Minimum Education Level

Bachelor's Degree

Visa Status

Permission to work in Japan required

Job Description

You will be part of the Customer Service team in the Billing unit, which handles mostly B2B customers (e.g. financial institutions). You will be supporting with inbound and outbound communication with the company partners to make sure payment processes are handled correctly and to support with other inquiries to provide a smooth client experience.

Client Details

One of the largest global providers of insurance.

Description

You will be part of the Customer Service team in the Billing unit, which handles mostly B2B customers (e.g. financial institutions). You will be supporting with inbound and outbound communication with the company partners to make sure payment processes are handled correctly and to support with other inquiries to provide a smooth client experience.

Among the main responsibilities:

- Handling inbound and outbound communication with the company partners

- Handling billing processes and organizing information as required
- Supporting team members when needed

Job Offer

- Flexible working schedule
- Work from home allowed twice a week
- Leadership path

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

- Great communication skills that will be used to communicate with the company's clients
 - 1-2 years of experience in a corporate environmet
 - Good organizational skills - need to manage and organize an important amount of information
 - Leadership oriented: someone who wants to become a team leader in the future
 - Native level of Japanese to speak with colleagues and clients
 - Proficiency with Word, Excel, PPT
 - English not required, but a plus for future leadership role
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Company Description

One of the largest global providers of insurance.