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OPEN Customer Support in the Travel Industry

Customer Support, Travel Operator!

Job Information

Recruiter

[Michael Page](#)

Job ID

1507021

Industry

Tourism

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

4 million yen ~ 5.5 million yen

Refreshed

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General Requirements

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

Fluent

Minimum Education Level

Associate Degree/Diploma

Visa Status

Permission to work in Japan required

Job Description

As a Customer Support, Travel Operator, you will assist Japanese customers using the company app, and work with airlines, hotels, and partners to resolve travel inquiries.

Client Details

Our client is a fast-growing online travel agency.

Description

As a Customer Support, Travel Operator, you will assist Japanese customers during their travels and work with airlines, hotels, and partners to resolve travel inquiries (e.g., flight changes, booking modifications). English communication is required for interactions with international partners. Communication via calls and emails with Japanese customers. Example: cancelling reservations, rebooking, refunding, and the likes.

Job Offer

- Very international job scope in an exciting industry

- Chance to make a lot of connections

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 Team in Tokyo is looking for candidates with a keen interest for the industry and with the following strengths / qualifications:

- Customer Service background ideal, but open to entry level
 - Fluent/Native level of Japanese
 - Business level of English to communicate with local partners abroad
 - Open to night shift work and full office attendance
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Company Description

A fast-growing online travel agency.