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Customer Care - Software - up to 6M JPY!

Customer Care - Software

Job Information

Recruiter
[Michael Page](#)
Job ID

1507164

Industry

Software

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

4 million yen ~ 6.5 million yen

Refreshed

December 2nd, 2024 13:39

General Requirements

Career Level

Mid Career

Minimum English Level

Fluent

Minimum Japanese Level

Native

Minimum Education Level

Bachelor's Degree

Visa Status

Permission to work in Japan required

Job Description

In this role, you'll provide technical support to users via email, chat, and phone, focusing on delivering an exceptional experience. Working in close collaboration with users and cross-functional teams, you'll analyze issues, resolve technical problems, and relay user insights to help enhance the platform.

Client Details

Global Cloud-based platform

Description
Key Responsibilities:

- **Customer Interaction:** Serve as the primary point of contact for users, addressing a range of inquiries, including technical issues, billing questions, and product-specific support, in a call-heavy environment (30% of daily interactions).
- **Issue Resolution:** Troubleshoot and resolve user issues by identifying root causes, escalating complex cases when necessary, and providing timely follow-ups to ensure a positive customer experience.

- **Cross-Functional Collaboration**: Partner with other departments, including Product and Engineering, to communicate user feedback and advocate for improvements to enhance the user experience.
- **Documentation and Insights**: Maintain accurate records of interactions, contribute to knowledge base articles, and share insights with the team to streamline support processes.
- **Onboarding and Training**: Complete a 4-week onboarding program followed by a 4-week nesting period, equipping you with the skills and product knowledge needed to thrive in a fast-paced environment.
- **Language Proficiency**: Conduct daily interactions in Japanese, with English required for training sessions and internal communication with international teams.

Job Offer

- **Salary**: ¥4.5M - ¥6.2M JPY, commensurate with experience.
- **Hybrid Work**: Monday-Friday, 9:00 am-6:00 pm, with 2-3 in-office days per week.
- **Paid Leave**: 15 days of annual leave and 10 days of sick leave.
- **Health and Wellness**: Health insurance, commuting allowance, daily lunch subsidy (¥1,000 per business day), and weekly team lunches.
- **Professional Growth**: Stock options (RSUs and ESPP), English lessons during work hours, and a bilingual work environment.

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

- Native-level proficiency in Japanese and strong English skills for internal communication.
 - Minimum 1-2 years of experience in customer service within a call center or in-house support environment.
 - Familiarity with software or technology is a plus.
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Company Description

global cloud-based company