

**WHITE RABBIT JAPAN**

Customer Service Associate (Remote OK)

日本の販売者と海外の購入者を結ぶeコマースの向上に貢献

Job Information

Hiring Company

White Rabbit Japan G.K.

Job ID

1511350

Division

Operations

Industry

Other (Distribution, Retail, Logistics)

Non-Japanese Ratio

About half Japanese

Job Type

Permanent Full-time

Location

Kanagawa Prefecture, Yokohama-shi Naka-ku

Train Description

Minatomirai Line Station

Salary

3 million yen ~ 4.5 million yen

Work Hours

10:00 - 19:00

Holidays

週休二日制・年末年始・GW

Refreshed

January 27th, 2025 00:00

General Requirements

Minimum Experience Level

Over 1 year

Career Level

Mid Career

Minimum English Level

Business Level (Amount Used: English Only)

Minimum Japanese Level

Business Level

Minimum Education Level

High-School

Visa Status

No permission to work in Japan required

Job Description

Position: Customer Service Associate (Remote OK)

Customer Service Associate (Remote Job)

Join White Rabbit Japan! Passionate about customer service? Fluent in Japanese & English? Solve problems and transform shopping experiences. Your skills in customer support can shine. Apply now!

Department: Operations

Locations: White Rabbit Japan HQ

Remote status: Fully Remote

The White Rabbit Customer Success Team is on a mission to delight the tens of thousands of customers worldwide who rely on Blackship and Japan Rabbit. Japan Rabbit makes buying from Japan hassle-free. Blackship allows businesses and individuals to forward packages from Japan.

Our operational team focuses on delivering exceptional customer outcomes and being there for consumers when they need us most. We're looking for people with excellent analytical and communication skills who are passionate about the customer and helping them get the most out of White Rabbit products.

What you'll do:

- Assist customers with their requests via email and live chat.
- Educate customers about our products and services and provide guidance and status updates.
- Help develop and evolve the user support experience for Japan Rabbit and Blackship based on a deep understanding of our products and market.
- Maintain a pulse on user feedback to help our team develop and refine systems to ensure we're always improving.
- Act as a liaison between customers and Japanese vendors to confirm product details and check item availability.

You might be a fit for this role if:

- Ability to speak and write in English and Japanese fluently and idiomatically (JLPT N2 equivalent or above).
- Impeccable attention to detail and customer empathy

Compensation:

- Annual Salary: 3.2 to 4.2 million yen

Work Environment:

- Location: Based at our bustling hub in Motomachi, Yokohama (fully remote work possible)
- Dress Code: Embrace casual comfort.
- International Exposure: Engage in a globally diverse work atmosphere.

Putting Customers First

Helping customers is at the heart of what we do. As a Customer Service Associate, your primary responsibilities lie in turning users into loyal customers by providing awesome proactive (reaching out) and reactive (responding) support. You'll primarily communicate with customers via email, Live chat, and our community forum to help customers with pre-sale, product features, order, and shipping issues. You'll also be a voice for the customer, ensuring the company is learning from customer experiences with the product (both good and bad.)

This role requires a love of learning, deep curiosity, and clear writing skills. The right customer solution won't always be obvious, but you see this as part of the fun.

Sustainable growth for White Rabbit Japan is a byproduct of putting our customers and their needs first. Our Customer Success team is a vocal and respected advocate for the customer, and we value strong collaboration with other teams, including Engineering, Marketing, and Fulfillment Ops. We care about your career development as a support professional. We'll ensure you're developing skills and knowledge that will serve you for years.

Required Skills

Preferred qualifications:

- Customer support experience.
- Experience working at early- or growth-stage startups.
- Experience in eCommerce, proxy buying, or Internet products.
- Additional languages are a plus, especially French, Chinese, Spanish, and German.

Company Description