



## PR/116642 | Customer Service Manager (Japanese-speaking, JLPT N1)

### Job Information

**Recruiter**

JAC Recruitment Thailand

**Job ID**

1519907

**Industry**

Audit, Tax Accounting

**Job Type**

Permanent Full-time

**Location**

Thailand

**Salary**

Negotiable, based on experience

**Refreshed**

March 4th, 2025 11:01

### General Requirements

**Minimum Experience Level**

Over 3 years

**Career Level**

Mid Career

**Minimum English Level**

Business Level

**Minimum Japanese Level**

Business Level

**Minimum Education Level**

Associate Degree/Diploma

**Visa Status**

No permission to work in Japan required

### Job Description

**Position:** Customer Service Manager (JLPT N2, N1)

**Working hours:** 9:30 am to 6:00 pm

**Job Duties & Responsibilities**

- Responding to give the products information to the customers.
- Handling inquiries about lost cards, cards not working, overseas cash advances, and insurance attached to the card. Supporting Customers, Responding to customer inquiries.
- Supporting mainly Japanese customers in the lounge area. Introducing and making reservations for restaurants, hotels, spas, tours, etc.
- Supporting mainly Japanese customers but sometimes supporting customers from overseas.
- Negotiating and Creating Promotions

- Posting Articles and Updating Information on the Website  
Visiting member stores and collecting information.
- Creating blog articles (in Japanese) and posting them on the website.
- Data Summary and Analysis of Lounge Utilization and Sales  
Monthly data extraction, data summary, analysis, and reporting to the manager.

#### **Qualifications**

- Bachelor's degree or higher.
- Japanese Language Test Level 1 reading and writing required (an equivalent level at Level 2 is also possible).
- Business-level English.
- Preferably have experience studying or working in Japan.
- Experience in marketing is a plus.
- Good communication skills.
- People who like to serve customers.

#### **Benefits**

- Bonus
- Yearly salary increments.
- Overtime payment
- Social Security Fund
- Provident Fund
- Group insurance (IPD/OPD/Dental)
- Annual health checks up every year
- Public training / Inhouse training.
- etc.

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#### **Company Description**