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OPEN Customer Service Role at Global INSURANCE

OPEN Customer Support - Global Insurance

Job Information

Recruiter
[Michael Page](#)
Job ID

1521344

Industry

Insurance

Job Type

Contract

Location

Tokyo - 23 Wards

Salary

3.5 million yen ~ 4.5 million yen

Work Hours

9am to 5pm

Refreshed

February 9th, 2025 18:00

General Requirements

Career Level

Mid Career

Minimum English Level

Daily Conversation

Minimum Japanese Level

Native

Minimum Education Level

High-School

Visa Status

Permission to work in Japan required

Job Description

This position is for a Call Center Support role in the insurance industry, based in Tokyo. You will support call center staff in creating and updating manuals, talk scripts, FAQ tools, and KPI analysis to ensure smooth customer service.

Client Details

Our client is a well-established player in the insurance industry with a substantial workforce. With a strong commitment to innovation and service excellence, they are a trusted provider of insurance solutions in Japan and beyond.

Description

- Create and update call center manuals, scripts, etc. at the start of new campaign calls and new product launches
- Gather and analyze KPI and customer feedback
- Provide exceptional customer service over the phone.
- Maintain accurate records of customer interactions and transactions.
- Collaborate with team members to meet or exceed performance standards.

- Stay updated with the latest insurance products and services.
- Adhere to company policies and procedures at all times.

Job Offer

- A friendly and supportive work environment.
- Opportunities for career advancement within the insurance industry.
- A very good work life balance.

If you are passionate about customer service and looking to take your career in the insurance industry to the next level, we encourage you to apply for this DC Call Center Support role in Shinagawa today.

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

A successful Call Center Support candidate should have:

- A good educational background.
- Prior experience in a call center or customer service role.
- Strong communication and interpersonal skills.
- Knowledge of insurance products and services would be ideal but not mandatory.
- Proficiency in using computer applications like Excel and Powerpoint.

Company Description

The company is a well-established player in the insurance industry with a substantial workforce. With a strong commitment to innovation and service excellence, they are a trusted provider of insurance solutions in Japan and beyond.