

Customer Support Specialist - Medical Organization

Customer Support - Medical Organization

募集職種

人材紹介会社

マイケル・ページ・インターナショナル・ジャパン株式会社

求人ID

1487555

業種

福祉・介護

雇用形態

正社員

勤務地

東京都 23区

給与

400万円 ~ 600万円

更新日

2024年07月30日 18:00

応募必要条件

キャリアレベル

新卒・未経験者レベル

英語レベル

流暢

日本語レベル

基礎会話レベル

最終学歴

短大卒：準学士号

現在のビザ

日本での就労許可が必要です

募集要項

This role involves providing exceptional customer service and support to customers. If you are bilingual in English and Japanese (preferred but not required), have excellent communication skills, and thrive in a fast-paced environment, we want to hear from you!

Client Details

A globally recognized organization committed to delivering high-quality services to clients. Although we cannot disclose specific details about the company due to confidentiality, we can assure you that the company values employees and strives to create a supportive and rewarding work environment.

Description

- Respond promptly and effectively to customer inquiries via phone, email, and chat.
- Provide accurate, valid, and complete information using the right methods and tools.
- Handle customer complaints, provide appropriate solutions, and follow up to ensure resolution.
- Maintain a positive, empathetic, and professional attitude toward customers.
- Collaborate with other departments to ensure customer issues are resolved efficiently.
- Keep detailed records of customer interactions, transactions, comments, and complaints.

Job Offer

- **Training:** Comprehensive training programs, including industry-specific knowledge and medical terminology necessary for supporting customers.
- **Professional Growth:** Opportunities for career development and advancement within the company.
- **Supportive Environment:** A positive and inclusive workplace culture.
- **Competitive Salary:** A fair compensation package commensurate with experience.
- **Benefits:** Health insurance, paid time off, and other employee benefits.

スキル・資格

- **Language Skills:** Proficiency in English is required; proficiency in Japanese is a plus.
- **Customer-Oriented:** Strong interpersonal and communication skills with a passion for helping others.
- **Problem-Solver:** Ability to think critically and resolve issues effectively.
- **Adaptable:** Comfortable working in a fast-paced and ever-changing environment.
- **Team Player:** Ability to work collaboratively with colleagues to meet customer needs.
- **Experience:** Previous experience in customer service or a call center environment is preferred.

会社説明

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