



「プロだからわかる、あなたのスキルが活躍の場所」  
60以上の業界・職種に特化した専門チームがサポート

Robert—  
—Walters

【英語を活かす】カスタマーサービスオペレーター/ Customer Service Operator

エネルギー会社にて、カスタマーサービスオペレーターの求人がございます。

#### 募集職種

##### 人材紹介会社

ロバート・ウォルターズ (Robert Walters)

##### 採用企業名

エネルギー会社

##### 求人ID

1489555

##### 業種

石油・エネルギー

##### 雇用形態

正社員

##### 勤務地

東京都 23区

##### 給与

500万円 ~ 700万円

##### 休日・休暇

完全週休2日制, 土日祝日休み, 有給休暇

##### 更新日

2024年09月17日 01:00

#### 応募必要条件

##### キャリアレベル

中途経験者レベル

##### 英語レベル

ビジネス会話レベル

##### 日本語レベル

流暢

##### 最終学歴

大学卒 : 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

A global energy company is seeking a Customer Service Operator. This role involves responding to issues, organising activities, and ensuring 24/7 customer service availability.

An international technology leader that aims to further sustainable energy. This firm offers state of the art solutions to various across various industries and has a user base across global locations.

#### Keywords:

カスタマーサービス, サポート, コミュニケーション, 接客, 求人, 外資系

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**Responsibilities:**

- Serve as the primary contact for customers and advanced service requests, providing L1 support
- Respond to inquiries via phone, email, and web with professionalism and efficiency
- Report and allocate customer issues to appropriate departments, and support online troubleshooting
- Participate in ensuring 24/7 availability and follow-up to resolve customer issues
- Collaborate with multiple departments for Customer Service Operations
- Uphold company values of safety and integrity in all actions

**Requirements:**

- Bachelor's degree or above in engineering (electrical or mechanical)
- More than 1 year of experience in technical for GCB, GIS, or TR
- Fluent level Japanese; proficient in English

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**会社説明**

We've been a driving force in the Japanese bilingual recruitment market, providing high quality candidates for our clients and access to the best jobs for over 20 years. We operate a team-based profit share system which, we believe, sets us apart from the majority of competitors by enabling us to always put the interests of our clients and candidates first. That means we can find the best fit for employer and job seeker, and we never push people into unsuitable roles.