

## Bilingual Customer Support Specialist - Hybrid

## Bilingual Customer Support Specialist

## 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

1494487

## 業種

旅行・観光

## 雇用形態

正社員

## 勤務地

神奈川県

## 給与

250万円 ~ 450万円

## 更新日

2024年09月13日 15:01

## 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

ネイティブ

## 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

The Bilingual Customer Service Representative will assist customers with travel-related inquiries such as refunds, cancellations, and booking changes, ensuring high satisfaction and seamless service. The role requires strong communication skills in Japanese and English, problem-solving abilities, and adaptability in a fast-paced, global environment.

## Client Details

Global Travel Company

## Description

- **Handle Customer Inquiries:** Address inquiries such as requests for refunds, cancellations, or changes to bookings (e.g., flight details, travel dates, etc.).
- **Enhance Customer Satisfaction:** Provide top-tier service to ensure customers have a positive experience with our platform. Proactively address concerns and ensure customer needs are met.
- **Problem-Solving:** Work through complex travel-related issues, offering fast and effective solutions to help customers navigate changes to their plans.
- **Multilingual Support:** Utilize your native-level Japanese and high English fluency to assist customers from diverse linguistic backgrounds, ensuring clear and effective communication.

- **Efficient Handling of Processes**: Manage booking changes, flight amendments, and cancellations by liaising with airlines and other service providers to meet customer requests.
- **Market Adaptability**: Serve customers across various international markets, adapting communication and solutions to different cultural contexts.

## Job Offer

### What We Offer:

- **Competitive Salary**: Earn up to 4.3M JPY annually.
- **Hybrid Work Setup**: Enjoy the flexibility of working both remotely and in the office.
- **Growth Opportunities**: Be part of a global company with opportunities for career development.
- **Dynamic, Global Environment**: Work with a team from diverse backgrounds and cultures, and gain valuable international experience.

Join us in helping travelers around the world have the best possible experience!

To apply online please click the 'Apply' button below. For a confidential discussion about this role please contact Michelle Rosette on +813 6832 8698.

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## スキル・資格

### Key Responsibilities:

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## 会社説明

Bilingual Customer Support Specialist