

MichaelPage

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Customer Care - Software - up to 6M JPY!

Customer Care - Software

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

1507164

業種

ソフトウェア

雇用形態

正社員

勤務地

東京都 23区

給与

400万円 ~ 650万円

更新日

2024年12月02日 13:39

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

流暢

日本語レベル

ネイティブ

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

In this role, you'll provide technical support to users via email, chat, and phone, focusing on delivering an exceptional experience. Working in close collaboration with users and cross-functional teams, you'll analyze issues, resolve technical problems, and relay user insights to help enhance the platform.

Client Details

Global Cloud-based platform

Description

Key Responsibilities:

- **Customer Interaction:** Serve as the primary point of contact for users, addressing a range of inquiries, including technical issues, billing questions, and product-specific support, in a call-heavy environment (30% of daily interactions).
- **Issue Resolution:** Troubleshoot and resolve user issues by identifying root causes, escalating complex cases when necessary, and providing timely follow-ups to ensure a positive customer experience.

- **Cross-Functional Collaboration**: Partner with other departments, including Product and Engineering, to communicate user feedback and advocate for improvements to enhance the user experience.
- **Documentation and Insights**: Maintain accurate records of interactions, contribute to knowledge base articles, and share insights with the team to streamline support processes.
- **Onboarding and Training**: Complete a 4-week onboarding program followed by a 4-week nesting period, equipping you with the skills and product knowledge needed to thrive in a fast-paced environment.
- **Language Proficiency**: Conduct daily interactions in Japanese, with English required for training sessions and internal communication with international teams.

Job Offer

- **Salary**: ¥4.5M - ¥6.2M JPY, commensurate with experience.
- **Hybrid Work**: Monday-Friday, 9:00 am-6:00 pm, with 2-3 in-office days per week.
- **Paid Leave**: 15 days of annual leave and 10 days of sick leave.
- **Health and Wellness**: Health insurance, commuting allowance, daily lunch subsidy (¥1,000 per business day), and weekly team lunches.
- **Professional Growth**: Stock options (RSUs and ESPP), English lessons during work hours, and a bilingual work environment.

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

スキル・資格

- Native-level proficiency in Japanese and strong English skills for internal communication.
- Minimum 1-2 years of experience in customer service within a call center or in-house support environment.
- Familiarity with software or technology is a plus.

会社説明

global cloud-based company