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OPEN Customer Service Role at Global INSURANCE

OPEN Customer Support - Global Insurance

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

1521344

業種

生命保険・損害保険

雇用形態

契約

勤務地

東京都 23区

給与

350万円 ~ 450万円

勤務時間

9am to 5pm

更新日

2025年02月09日 18:00

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

日常会話レベル

日本語レベル

ネイティブ

最終学歴

高等学校卒

現在のビザ

日本での就労許可が必要です

募集要項

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.

スキル・資格

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.

会社説明

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.