

GLBB Japan

[Okinawa] Customer Service Staff for Internet Services

募集職種

採用企業名

株式会社GLBBジャパン

支社・支店

GLBB Japan K.K

求人ID

1528033

業種

通信・キャリア

会社の種類

中小企業 (従業員300名以下) - 外資系企業

外国人の割合

外国人 多数

雇用形態

正社員

勤務地

沖縄県, 中頭郡北谷町

給与

250万円 ~ 350万円

更新日

2025年04月02日 13:00

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 (英語使用比率: 75%程度)

日本語レベル

日常会話レベル

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

Would you like to master technical skills and English proficiency at a network provider that originated in Okinawa and has expanded its network across Japan?

Currently, our company provides internet services with world-class speed using our proprietary network infrastructure.

Our services are used by a wide range of customers, both individuals and businesses. To enhance service quality and expand our company, we are actively recruiting new talent.

If you are interested in the telecommunications industry or would like to engage with our many foreign customers in English, we encourage you to apply!

[Job Description]

We provide customer support and after-sales service for various internet services, including:

- Internet services for apartments and condominiums
- Dedicated internet services for individuals
- Corporate internet services

[Main Responsibilities]

- Arranging fiber-optic connections
- Providing service information to customers
- Managing customer data
- Handling customer applications, inquiries, and requests
- Coordinating between in-house engineers and customers for service explanations and troubleshooting

[Career Path]

We offer career development support, including financial assistance for certification acquisition. Employees who obtain certifications such as **IT Passport** or **CCNA** are eligible for additional allowances. These opportunities enable career growth towards roles such as **engineer** or **manager**.

[Work Location]

225-1 Hamagawa, Chatan-cho, Nakagami-gun, Okinawa, Japan

[Work Hours]

Shift-based schedule (5 days a week)

- Monday to Friday: 9:00 AM - 6:00 PM
- Saturday: 9:00 AM - 5:00 PM
(1-hour break included)

[Employment Type]

Full-time Employee

[Salary]

Monthly salary: **¥200,000 - ¥243,780**

(Includes 20 hours of fixed overtime pay: ¥27,322 - ¥33,303)

[Bonuses]

Twice a year (August & December) based on company performance

*No bonus in the first year

[Benefits & Perks]

- Full social insurance coverage
- Certification support system
- Uniform provided
- Online training
- Free access to GLBB Japan's internet services

[Holidays & Leave]

- 128 annual holidays
- Full two-day weekends (Sunday + 1 other day)
- National holidays
- Year-end/New Year holidays
- Paid leave (10 days granted after 6 months)
- Special leave (bereavement, summer vacation, Christmas leave, etc.)

スキル・資格**[Required Skills]**

- Business-level proficiency in Japanese and English
- Strong communication skills to carefully listen to and understand customer needs and requests
- Customer-centric mindset with proactive problem-solving abilities

[Preferred Qualifications]

- Experience as a telephone operator or in customer support
 - Basic PC skills (Word, Excel, PowerPoint)
 - Strong attention to detail and excellent communication skills
 - Interest in the IT industry
 - Aspiring network engineers
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