



Customer support カスタマーサポート（マネージャー経験者優遇）

キャリアアップに繋がたい方にも **Advance your career**

Job Information

Recruiter

SK Global Co Ltd

Hiring Company

Global company

Job ID

1244598

Division

(7 locations in Japan) Apply only to those who live in Japan

Industry

Other (IT, Internet, Gaming)

Non-Japanese Ratio

Majority Japanese

Job Type

Permanent Full-time

Location

Japan

Salary

4.5 million yen ~ 7 million yen

Refreshed

April 16th, 2024 03:00

General Requirements

Minimum Experience Level

Over 1 year

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

Native

Minimum Education Level

Bachelor's Degree

Visa Status

Permission to work in Japan required

Job Description

【仕事内容】

フィールドセールスチーム・カスタマーサクセスチームと連携しながら、以下の業務をお任せします。
3つのチャネル（電話・メール・チャット）を用い、お客様の利用サポート・活用提案を行っていただきます。
・お客様からの問い合わせに対し、発生事象のヒアリングを行い、解決まで
・お客様のニーズに合わせた活用方法のご提案
・お客様の声を取りまとめ、プロダクト開発への機能改修提案

※メンバー増に伴い徐々にマネジメント業務への移行を想定

【働き方】

フレックス制 8時間（コアタイム11:00-15:00）

充実した福利厚生！！各種社会保険完備

Required Skills

【必須スキル】

- ・ 対法人の折衝経験、またはtoB、toC問わずこれまでカスタマーサポートを経験されている方
- ・ PCスキル(Excelでの分析経験)

【歓迎スキル】

- ・ SaaSもしくはIT関連サービスの分野にてカスタマーサポート経験をお持ちの方
- ・ コールセンター、スーパーバイザー経験者（マネージャー経験者優遇）

Apply only to those who live in Japan

Company Description

Those who wish to change jobs

Benefits of our registration

A recruitment agency (job change agent) is a private employment agency approved by the Minister of Health, Labor, and Welfare.

The job change support service is a service in which a career consultant acts as an intermediary between those who wish to change jobs directly for full-time employees or contract employees and companies that are considering hiring.

Today, it is used by many people as one of the options for changing jobs.

ABOUT US

We are able to deliver excellent results to both our clients and candidates and our focus is on excellent quality, professionalism, and sincerity. We are able to deliver excellent results to both our clients and our candidates and our focus is on excellent quality, professionalism, We strongly believe that we have the expertise **and** knowledge to introduce the best candidates to fill positions in Japan. Our team has an excellent in-depth knowledge of the Japanese job market to source the right candidates for high performance.

Career Advice

We promise to help you through the process of finding your next position. As a candidate, you will receive genuine advice and assessment. We will market your skills the best way we know-how, guide you through your interviews and give you our best advice. We will only submit your resume to a client with your knowledge and agreement. In short, making a career move is one of the most important decisions you may face, and we promise to guide you through every step of the way and maintain a professional and courteous manner, no matter what your decision may be.

About SK Global

SK Global is a division of a team of experienced, talented recruiters who are committed and dedicated to the search and placement of qualified candidates, Our company holds an impressive track record of successfully completing a large number of candidates placement with knowledge of the industry, specialist recruitment methodology and our approach to recruitment has made us uniquely special from other intervention to ensure that we deliver the best results for our clients and candidates.

Our Approach Commitment to Excellent Service

We believe that every hiring decision impacts all areas of people's lives and therefore we are extremely careful in our recruitment approach and placements.

Honesty Innovation Commitment Accountability Professionalism Service and Teamwork

We at **SK Global** work collectively to deliver service we can be proud of and are able to deliver results in the shortest period

of time. Whether you are looking for talented individuals to join your team, or a brand new challenge yourself, we promise to deliver the best possible service we can.

Our Area of Expertise

We aid, assist, and work with both Japanese and International clients who are looking to hire qualified individuals in both Japan and overseas Our area focuses on mid-career to senior-level positions in Japan and covers all levels of seniority.