[ホスピタリティー経験者歓迎]Customer Service Representative/ カスタマーサービス

Exclusive job

◆社内公用語英語◆日本橋勤務◆小伝馬町駅から徒歩2分、馬喰横山駅から徒歩7分

Job Information

Hiring Company
AINEO Networks

Job ID
1373436

Division
CIRCLE クラウドコミュニケーション・チーム

Industry
Software

Job Type
Permanent Full-time

Location
Tokyo - 23 Wards

Salary
4 million yen ~ 6 million yen

Salary Bonuses
Bonuses paid on top of indicated salary.

Salary Commission
Commission paid on top of indicated salary.

Refreshed
November 4th, 2026 11:00

General Requirements

Minimum Experience Level
Over 1 year

Career Level
Mid Career

Minimum English Level
Daily Conversation Level (Amount Used: English usage about 50%)

Minimum Japanese Level
Native Level

Minimum Education Level
Bachelor's Degree

Visa Status
Permission to work in Japan required

Job Description

ビジネスサマリー：
AINEO's main product is CIRCLE Cloud Communications, which is a widely used cloud-based business telecom and communications service. CIRCLE allows hassle-free communications from any device (mobile, PC, tablet, laptop) and helps growing businesses to stay within reach despite the high mobility required in the job or the geographical difference between the users.

Our technology covers different aspects, including networking, cloud, machine-to-machine (M2M), security, professional services, and mobility solutions. CIRCLE is cloud-based VoIP (telephone), chat, video, collaboration, and much more.

Don't worry if the above explanation doesn't sound familiar, AINEO has a full training upon your joining to make sure you'll be able to transition seamlessly into your role

仕事内容:
This role engages with customers, who are companies from various line of businesses, about anything related to our communication solutions. This includes addressing inquiries from existing partners as well as developing new partners.

The main responsibilities:

- Providing daily support and services to AINEO's customers and build relationships of trust
  ※We are based in Tokyo (Nihonbashi) and Osaka, but we have a strong platform of CIRCLE Communications, so we can work from home if necessary as customers require.
- Provide quotations from existing customers for any additional services or configurations
- Coordinate with tech departments and system and development managers for bug reporting and development requests
- Development of new customers (targeting small and medium-sized companies with 50 or less users)
- Monitoring and handing over of customers (escalation to BD team for large companies, BD team manager for large contracts)
- Problem solving for partner companies - Cooperating with your teammates and management to arrive to the solution
- Record activities on the CRM / ticketing system for regular evaluation (automated)
- Making contribution to the team by completing the assigned projects

Working Arrangements
Work at the center of Tokyo. Leverage your in-person interaction with your passionate and talented team mates to continuously grow in your role and further
*2mins walk from Kodemmacho Station/ 7mins from Bakurokoyama Station
*Our Office is a 100% Smoke-free environment

WHY AINEO?
AINEO Networks welcomes everyone who are **passionate about technology**, regardless of their professional or educational background, as we take pride in our **onboarding training program** so even for those who are new to technology industry, AINEO is the perfect place to start.

The team is **dynamic** for its mix of talents and **supportive management** with a diverse combination of **local and international members** as well. Being part of AINEO will not only allow you to **earn high compensation** for your contribution, but also to **develop various skills** such as technical, communication, and business, so it is ideal for those who want to grow as a businessperson.

Required Skills

求める経験・資格など：

- Customer service or client support experience (hotel, food and beverage, hospitality related experiences are welcome)
- College degree or higher (IT majors and science majors are best)
- 2+ years of product or solution sales and customer service experience is a plus
- Positive attitude that makes people around you positive as well.
- Highly motivated and able to work with minimal direction. Must also be able to provide leadership when needed.
- Excellent communication and interpersonal skills
  ※For those who are not native Japanese speakers, must be able to interact with clients, including foreign companies and Japanese SMEs, at a near-native level, both in conversation and in writing
- Diplomatic, down-to-earth, and resourceful
- Enthusiastic, cooperativeness, driven
- Related industry experience, such as voip, network security, digital marketing and telecom/telecom or conference services, is a plus.

Technical Skills:

- Proficiency in Windows or Apple OSX in daily life.
- Understanding of iOS (for internal communication applications)
- Experience with Word, Excel, and PowerPoint
- Experience with CRM a plus (Salesforce, MS Dynamics, SugarCRM, etc.). We use Zoho.com

This is a Tokyo-based position responsible for Partner Services & Sales, working with sales partners (resellers and distributors) in Tokyo, Osaka, Yokohama, Hiroshima, Nagoya, Sapporo, Fukuoka, Sendai.

Company Description

"Bright, Quality of Life"

AINEO Networks (pronounced EYE-NEY-OH) was founded by engineers who started by doing consulting for Fortune 500 companies in Japan in 1996.

AINEO’s team has a distinct ability to effectively apply technology to generate revenue for the clients that are in high demand. It has been the strength of AINEO ever since.

AINEO Networks is a regional provider of cloud servers, telecommunications systems, technology systems, support, and service. One of AINEO's most important traits is that our team remembers our consulting roots at every site we are entrusted with, consistently re-evaluating the systems, products, and processes implemented to better serve and help the client.

AINEO Networks（アイネオと発音）は、1996年に数名のエンジニアによって設立され、フォーチュン500に選ばれた外資系企業様の日本拠点のオフィスに対して様々なコンサルティングを提供してまいりました。

弊社の開発チームは効果的にテクノロジーを利用して、お客様が利益を上げることを可能とします。これはAINEOの設立以来の強みです。AINEOでは様々なシステムやサービスを提供、サポートしておりますが、最も重要な点は、弊社では担当した全てのシステムなどの詳細を把握し、継続的な見直しと提案を行うことです。

チームにはエキスパートが存在し、情報テクノロジーやボイスシステムのコンサルティングを行っております。弊社のお客様の業種は、航空、化粧品、保険会社、建築関連、高級品などを扱う企業、著名な米国のソフトウェア会社、日本全国・アジア地域などで事業を展開する大規模な小売業者など様々です。

AINEOは「BQF」- bright、quick、flexibleとしてポリシーを掲げており、皆様が活躍できる職場を用意しております。奮ってご応募ください。