



## General affairs - Front Office Coordinator

### Job Information

#### Hiring Company

CTW, Inc.

#### Job ID

1471073

#### Industry

Gaming

#### Job Type

Permanent Full-time

#### Location

Tokyo - 23 Wards, Minato-ku

#### Salary

3 million yen ~ 5 million yen

#### Refreshed

August 1st, 2024 10:00

### General Requirements

#### Minimum Experience Level

Over 1 year

#### Career Level

Mid Career

#### Minimum English Level

Business Level

#### Minimum Japanese Level

Business Level

#### Minimum Education Level

High-School or Below

#### Visa Status

No permission to work in Japan required

### Job Description

#### Job Overview

As a Front Office Assistant Coordinator, you will play a crucial role in managing and promoting a comfortable working environment. Your expertise in customer service and attention to detail will be invaluable as you represent our company while upholding our brand values and delivering a positive experience to all who interact with us.

#### The role

- Manage the office area, ensuring a welcoming and comfortable environment for visitors, clients, and employees
- Provide exceptional customer service by greeting and assisting visitors, answering inquiries, and directing them to the appropriate personnel or department
- Handle incoming calls and take accurate messages when necessary
- Assist with administrative tasks such as scheduling appointments, managing internal events and organizing meetings
- Coordinate and oversee office supplies, ensuring inventory levels are maintained and ordering new supplies as needed
- Maintain confidentiality and handle sensitive information
- Collaborate with team members and other departments to ensure smooth operations and resolve any issues that may arise

**We offer**

- Autonomy and ownership: you can be solely responsible of creating and managing a welcoming and organized environment
- Purpose-driven work: The chance to contribute to our growth in the the global video game industry
- Career advancement: We offer rapid promotions for those contributing to the international expansion
- Evolving responsibilities matching your personal skills to build your own path

**Benefits**

- Visa sponsorship
- Free lunch catering (\*after 3 months of employment) and breakfast
- Free in-office Starbucks, tea, drinks, snacks, sweets & vitamins/supplements
- Modern office space in the heart of Tokyo, with views of Tokyo Tower and Mount Fuji
- Industry-leading work-life harmony: overtime is rare and discouraged
- Commute expenses covered
- 30,000 yen rent support if you live 2 stops from Roppongi 1-chome or Kamiyacho stations
- Bonus for continuous employment (50,000 yen/month added to base salary after 5 years of continued employment)
- Health insurance
- Diverse & international environment
- Working hours: 10:00 – 19:00, Monday to Friday (in-office)

**Interview process:** \*subject to change depending on situation

First interview (English) → Assignment in-office → Final interview with HR director or Team Leader → Offer

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**Required Skills****Requirements**

- English : Professional Proficiency
- Japanese : Professional Proficiency (JLPT N1, N2 or equivalent)
- 1-2 years of experience in a customer service role, general affairs, or secretarial work position
- Experience using Google Docs or Office software
- Excellent verbal and written communication skills
- Strong interpersonal skills and the ability to build strong relationships with customers
- Ability to adapt to a fast-paced, multicultural environment where growth and change are constant
- Flexibility, ability to deal with uncertainty and prioritize tasks

**Good to have**

- Experience in the hospitality industry
- Experience in event planning and execution inside and outside the company
- Japan-related experience

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**Company Description**