



## Customer Support Agent at International Company

**Jp/Eng, Work-life balance, International**

### Job Information

#### Recruiter

JAC International Co., Ltd.

#### Job ID

1535136

#### Industry

Communication

#### Company Type

Large Company (more than 300 employees) - International Company

#### Non-Japanese Ratio

Majority Japanese

#### Job Type

Permanent Full-time

#### Location

Japan

#### Salary

3 million yen ~ 4.5 million yen

#### Salary Bonuses

Bonuses paid on top of indicated salary.

#### Salary Commission

Commission paid on top of indicated salary.

#### Work Hours

8 hours per day

#### Holidays

2 days off per week

#### Refreshed

February 4th, 2026 02:00

### General Requirements

#### Minimum Experience Level

Over 1 year

#### Career Level

Entry Level

#### Minimum English Level

Daily Conversation

#### Minimum Japanese Level

Native

#### Minimum Education Level

High-School

#### Visa Status

Permission to work in Japan required

## Job Description

### **As part of the team, you will:**

- Handle inquiries about bookings and cancellation fees
- Assist with reservation processes
- Facilitate communication between hosts and guests via phone, messages, and email

### **Why You'll Love This Job:**

- Primarily support Japanese-speaking customers, with opportunities to use your English skills
- Manage 15-25 inquiries per day, honing your multitasking abilities
- Enhance your hospitality skills by addressing a variety of customer inquiries
- Develop strong customer service skills through diverse interactions
- Your English skills would help you to get promotion in no time

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### Required Skills

#### **Preferred Experience (Not Required):**

- Call center experience
- Hotel service experience
- Work experience at a travel agency
- Customer service experience, both face-to-face and remote (secondary response experience is particularly valuable)
- Office work experience

#### **Preferred Experience**

- Native Japanese
- Good communication skills

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