



## 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**

April 29th, 2026 04:00

### 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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