



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

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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

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

Company Description