



JAC Recruitment

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Thailand

## PR/116928 | Customer Service (Japanese Speaking - N1)

## Job Information

**Recruiter**

JAC Recruitment Thailand

**Job ID**

1537124

**Industry**

Tourism

**Job Type**

Permanent Full-time

**Location**

Thailand

**Salary**

Negotiable, based on experience

**Refreshed**

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## General Requirements

**Minimum Experience Level**

Over 3 years

**Career Level**

Mid Career

**Minimum English Level**

Business Level

**Minimum Japanese Level**

Business Level

**Minimum Education Level**

Associate Degree/Diploma

**Visa Status**

No permission to work in Japan required

## Job Description

From inspiring adventures to shared moments, each vacation club offers its own unique brand of hospitality and sense of place, all through our company, which is now looking for "Customer Service - Japanese Speaking".

**Job Title:** Customer Service - Japanese Speaking**Business Type:** Hospitality, Tourism**Location:** Sathorn, Bangkok**Job Type:** Full-Time, Monday-Friday 07:00-16:00 hrs.**Responsibilities:**

- Be available to answer all inbound calls in a timely and efficient manner by maintaining a business-like manner at all times.
- Actively contact new owners/members to welcome owners/members to the hotel family by providing advise and guidance on their vacation planning as well as their FDB assignment.
- Verify Owner/Member account information (name, address and phone number) when appropriate during all the call.
- Acknowledge and answer any written correspondence received from owners/members in a timely and efficient manner not exceeding 48 hours unless otherwise directed by management.
- Ensure that all policies and procedures that are outlined in MySource are followed to ensure that all Owners/Members receive the same excellent service through consistently correct answers.
- Utilize Siebel to document all exceptions, complex service issues, problem, concerns, resolution and as directed by management, to ensure that an accurate owner history is kept.
- Use all available support systems and resources to resolve owner's concerns including but not limited to: Emails, Words, Excel, MySource, Universe, CRIS, PURE, OSCAR, iServices, Siebel, MortgageServe, PSAR, International Liaison, Superuser, Web user admin. TimeshareWare and other programs
- To develop and maintain a good working relationship with other hotel and Partner departments including but not limited to International Liaison, Sales sites, Concierge on site, Exchange Company, Finance department and New Owner Administration.
- To ensure that all issues are responded to and closed within a satisfactory period of time and if necessarily follow up with resorts and Customer Resolution in order to resolve issue.
- Anticipating the Owner's/Members' needs and being flexible in responding to them so that we may deliver the service and program they value.
- Assist owners/members with finance-related issues, including Maintenance fee collection and account status enquiries.
- Assist with owners/members exchange requests and liaise with Hotel Rewards and Exchange Company accordingly, including membership requests, confirmations, account updates and certificate issuance/renewal.
- Provide New Owners/Members Education as and when required.
- To adhere to Standard Operating Procedures of Vacation Experience, Hotel Worldwide Standard Operating Procedures, and any Local Standard Operating Procedures.
- To maintain a clean, neat, well organized work place which projects a professional atmosphere and free of hazards
- To maintain a traditional and attitude of having the desire to provide excellent service to fellow colleagues in the centre and to all customers. This, in turn, will support our efforts to provide excellent service to customers and to peers of the operations. To response sensitively to the needs and feeling of others, regardless of status or position, to accept interpersonal difference, and to maintain rapport.

#### **Qualifications:**

- Business-level English proficiency: The official language within the company is English, but primary responsibilities include phone and email support for Japanese owners.
- JLPT N1 Level
- Experience in hospitality, customer service, or call centers.
- Team spirit and a strong commitment to customer satisfaction.
- Ability to provide cheerful and pleasant service.
- For university graduates: At least 3 years of professional experience; for those with a vocational school, junior college, or high school diploma: at least 5 years of professional experience (for visa purposes).

#### **Working Conditions:**

- Days Off: Full two-day weekends (regular days off: Saturday and Sunday; subject to change). Special leave according to the company calendar.
- Other Leave:

- Annual leave: 10 days
- Thai public holidays: approximately 17 days
- Birthday leave: 1 day
- Bonus: Once a year (based on performance), with additional incentives available
- Salary Review: Once a year.
- Other Benefits:
  - Social insurance enrollment
  - Private health insurance
  - Annual health check-up
  - Provident Fund (retirement savings).
- Discounts for stays and restaurants within the affiliated hotel group.

**Hiring Process:** Two interviews (in English and Japanese). A written test (in English and Japanese) will follow after passing the first interview. Online interviews are available.

**How to Apply:** If you meet the qualifications and are excited about this opportunity, please submit your resume and a cover letter by click "APPLY" We look forward to hearing from you!

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