



PR/117552 | Customer Services Specialist (Chinese or Japanese speaking)

Job Information

Recruiter[JAC Recruitment Thailand](#)**Job ID**

1549406

Industry

Business Consulting

Job Type

Permanent Full-time

Location

Thailand

Salary

Negotiable, based on experience

Refreshed

August 19th, 2025 05:00

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

Job Title: Customer Services Specialist

Salary: 30,000 – 60,000 THB

Location: Phakranong

Key Responsibilities:

- Manage customer interactions (calls, emails, chats) and ensure to meet quality standards
- Analyze data from call monitoring to identify recurring problems or areas where customer service needs improvement, and report these findings to management.
- Ensure that interaction with the clients such as call/chat/email adhere to company policies, procedures, and any relevant legal or regulatory requirements during customer interactions.
- Assist to analyze customer feedback from surveys or other sources to identify areas for service improvement.

Qualifications:

- Bachelor's degree in a related field
- 0-2 years of experience in Customer Services, ideally in BPO environment but not necessarily.
- **Thais with ability to communicate in either Chinese or Japanese**

Interested candidate, please send your resume in English (Word format only) along with your recent photo and expected salary to us.

JAC Personnel Recruitment Ltd

10F Emporium Tower 622 Sukhumvit Soi 24 Klongton, Klongtoey, Bangkok 10110

Contact : K. Napaphach

Office Number: 066-097-2958

Time: 9.00 am - 6.00 pm

Website : <https://www.jac-recruitment.co.th>

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Company Description