# CareerCross by JAC Recruitment

## Michael Page
www.michaelpage.co.jp

## Call Center - QA

**QA Analyst**

### Job Information

**Recruiter**
Michael Page

**Job ID**
1552370

**Industry**
Software

**Job Type**
Permanent Full-time

**Location**
Tokyo - 23 Wards

**Salary**
4.5 million yen ~ 8.5 million yen

**Refreshed**
July 22nd, 2025 08:33

### General Requirements

**Career Level**
Entry Level

**Minimum English Level**
Fluent

**Minimum Japanese Level**
Native

**Minimum Education Level**
Bachelor's Degree

**Visa Status**
Permission to work in Japan required

### Job Description

As a Quality Assurance Analyst, you'll monitor customer interactions, evaluate agent performance, and ensure adherence to service standards. This role requires strong analytical skills and collaboration with cross-functional teams to drive continuous improvement.

**Client Details**

This opportunity is with a large organization within the Technology industry.

**Description**

- Monitor and evaluate inbound and outbound calls to ensure compliance with company policies, scripts, and quality standards.

- Identify performance trends and areas for improvement through call audits and data analysis.

- Provide detailed, constructive feedback and coaching to customer service agents to enhance service quality.

- Collaborate with team leaders and training departments to develop and refine quality assurance guidelines and training materials.

- Generate and present QA reports, highlighting insights and recommendations for process improvements.

**Job Offer**

- Work from home up to 4x per week
- Fixed work hours
- RSU Options

To apply online please click the 'Apply' button below. For a confidential discussion about this role please contact Michelle Rosette on +813 6832 8698.

## Required Skills

- Native-level Japanese and business-level English, Korean fluency is a plus
- minimum 2 years QA experience in call center industry
- Amenable to work in Tokyo Office

## Company Description

Multinational internet technology