



Customer Support Team Lead

Job Information

Recruiter

[Cornerstone Recruitment Japan K.K.](#)

Job ID

1552570

Industry

Gaming

Job Type

Contract

Location

Tokyo - 23 Wards

Salary

5 million yen ~ Negotiable, based on experience

Refreshed

February 3rd, 2026 10:02

General Requirements

Minimum Experience Level

Over 1 year

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

Business Level

Minimum Education Level

High-School

Visa Status

Permission to work in Japan required

Job Description

Join a global leader in the gaming industry dedicated to supporting developers and publishers with player engagement, community management, and trust and safety services for AAA Indie titles.

You will manage and motivate teams, act as the primary liaison with clients, oversee project performance, and ensure smooth operations.

Required Skills

- Native level Japanese and excellent English skills.
- Experience in Customer Support
- Strong leadership skills and decision-making abilities.

Company Description