

MichaelPage

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FULL REMOTE: Customer Support for E-Commerce Platform!**REMOTE: Customer Support - E-Commerce****Job Information****Recruiter**

Michael Page

Job ID

1553441

Industry

Internet, Web Services

Job Type

Contract

Location

Tokyo - 23 Wards

Salary

3 million yen ~ 4 million yen

Refreshed

July 29th, 2025 17:46

General Requirements**Career Level**

Mid Career

Minimum English Level

Daily Conversation

Minimum Japanese Level

Native

Minimum Education Level

Associate Degree/Diploma

Visa Status

Permission to work in Japan required

Job Description

As a Customer Service Operator, you will support Japanese users of an e-commerce platform via phone, chat, and email.

Client Details

The company for which customer service is needed is a large E-Commerce platform.

Description

As a Customer Service Operator, you will support Japanese users of an e-commerce platform via phone, chat, and email. Typical inquiries include:

- Password reset/account issues
- Fraudulent purchase concerns
- Order and delivery tracking

Job Offer

- Dynamic job scope and industry

- Chance to make a lot of connections
- Full remote position
- Supportive company culture with a focus on professional development.

To apply online please click the 'Apply' button below. For a confidential discussion about this role please contact Davide Capretta at +81 3 6832 8675.

Required Skills

The Team in Japan is looking for candidates with a keen interest for the industry and with the following strengths / qualifications:

- Customer Service background ideal, handling Japanese customers
- Fluent/High-business level of Japanese
- Open to working on weekends

Company Description

The company for which customer service is needed is a large E-Commerce platform.