

# インドの求人なら JAC Recruitment India

## PR/109540 | JPS\_Customer Support

#### Job Information

### Recruiter

JAC Recruitment India

#### Job ID

1553842

## Industry

Logistics, Storage

### Job Type

Permanent Full-time

#### Location

India

### Salary

Negotiable, based on experience

#### Refreshed

October 28th, 2025 02:00

### General Requirements

## **Career Level**

Mid Career

### Minimum English Level

None

## Minimum Japanese Level

None

### **Minimum Education Level**

Associate Degree/Diploma

### Visa Status

No permission to work in Japan required

### Job Description

■Industry : Logistic

■Position : Customer Support & Interpreter

■Location : Gurgaon ■JLPT : N1/N2 ■Type : Permanent

### ■Responsibilities for Moving Services:

## 1. Customer Interaction

- · Responding to inquiries via phone, email, and chat
- Handling quotation requests and providing explanations
- Guiding customers through service details and pricing
- Scheduling and confirming moving dates
- Managing complaints and offering solutions

### 2. Administrative Tasks

- Managing customer information (inputting and updating in CRM systems)
- Preparing and sending contracts and quotations
- · Verifying payment status and handling billing

• Conducting post-move follow-ups (e.g., sending surveys)

#### 3. Internal Coordination

- Collaborating with sales and field staff (scheduling, sharing special instructions)
- Coordinating internally during issues or emergencies
- · Sharing customer feedback for service improvement

### 4. Quality Control & Improvement

- · Analyzing customer satisfaction and preparing reports
- Updating FAQs and support documentation
- · Maintaining and improving support manuals
- · Proposing ideas to enhance service quality

### 5. Other Responsibilities

- Strengthening support during peak seasons (e.g., March and September)
- · Providing multilingual support for international customers
- Assisting with special moves (e.g., overseas relocations, corporate moves)

### ■Required skills and Requirements

- · JLPT N1/N2
- · Study, part-time job, or work experience in Japan
- · Candidate Having More than 2+ Year Experience in the field of Interpretation at Japanese Company.
- · Fluency in Japanese and English, especialy speaking Japanese.
- · Listening skills.

#### ■Preferred skills

· Logistic Industry (Especialy moving) Experience will be more beneficial.

**Notice:** By submitting an application for this position, you acknowledge and consent to the disclosure of your personal information to the Privacy Policy and Terms and Conditions, for the purpose of recruitment and candidate evaluation.

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Company Description