



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

August 19th, 2025 14:00

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

- 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, especially speaking Japanese.
- Listening skills.

■Preferred skills

- Logistic Industry (Especially moving) Experience will be more beneficial.

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Company Description