


Foreign nationals welcome [Customer Success - Outbound-focus]  Exclusive job**Work for a pioneer in global recruitment**

Job Information

Hiring Company

CareerCross Co., Ltd.

Job ID

1554031

Division

Customer Success

Industry

Other (Recruitment Services)

Company Type

Small/Medium Company (300 employees or less)

Non-Japanese Ratio

Majority Japanese

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards, Chiyoda-ku

Train Description

Toei Mita Line, Jimbocho Station

Salary

4 million yen ~ 5.5 million yen

Salary Bonuses

Bonuses paid on top of indicated salary.

Work Hours

9:00 a.m. to 6:00 p.m. (8 hours of scheduled working time)

Holidays

Two days off per week (Saturday and Sunday), paid leave available

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General Requirements

Minimum Experience Level

Over 1 year

Career Level

Mid Career

Minimum English Level

Native (Amount Used: English usage about 50%)

Minimum Japanese Level

Business Level

Minimum Education Level

High-School

Visa Status

Permission to work in Japan required

Job Description

<Attractive features of our company and this position>

- Unique in terms of language skills and hiring foreign nationals! One of the top bilingual sites in Japan.
- Leading to success in recruitment activities for Japanese and foreign-affiliated companies.
- This position is perfect for those who want to use English outside the company!
- There are many foreign nationals working at the company, and everyone calls each other by their first names.
 - Over 90% vacation usage rate! A work-life balanced style with minimal overtime.
- As a subsidiary of JAC Recruitment, one of Japan's leading recruitment agencies, we have a stable business foundation.

■Customer Success

This position involves supporting existing customers after they have contracted our services. We will assist companies seeking to conduct recruitment activities through Career Cross in achieving successful hiring through our website. You will work closely with clients, repeating tasks such as explaining how to use the system, aligning targets, and refining job postings.

(Our customer success team focuses more on outbound support than inbound support.)

Main responsibilities include:

- Regularly following up with 30–40 client companies per day,
- Understanding their situations, and providing support as needed.

After application, onboarding (lecture) for introducing our platform, reviewing and refining job postings, supporting scouting activities (scouting messages, target alignment), promotional activities on the site, sharing market insights across industries, etc.

■About the companies you will be responsible for

You will be responsible for approximately 70–100 companies, both foreign and Japanese.

You will work with companies from a variety of industries, ranging from world-renowned companies to those that have recently entered the Japanese market. While there are many foreign companies, most client representatives speak Japanese, so even if you are currently studying English, it is not a problem!

■About the department

There are 14 members (13 regular employees and 1 contract employee) under the manager.

Two foreign nationals are employed, and we also support English-speaking companies. 100% mid-career hires.

Members have joined from various industries such as human resources, advertising, and education.

Required Skills

Application Requirements: Must have any of the following experience:

Outbound experience

Sales experience in the human resources industry

Recruitment (for both corporate and contract work)

Employment Type

Full-time employee (3-month probationary period)

Salary: *Details will be discussed during the interview.

Expected annual salary: ¥4,000,000 - ¥5,500,000

Monthly salary: ¥330,000 - ¥380,000 + bonus twice a year (last year's actual salary: 2-4 months' salary)

*Preferential treatment will be provided based on experience and ability, in accordance with our company regulations.

*Fixed overtime pay for 24 hours, starting at ¥52,000. Overtime pay will be paid additionally.

*3-month trial period (no change in benefits during this time).

Salary increases and bonuses available.

Salary increases: Twice a year (July and January).

Bonus: Twice a year (July and January; last year's figure: 2-4 months' salary).

Work Location: Jimbocho Mitsui Building, 15F, 1-105 Kanda Jimbocho, Chiyoda-ku, Tokyo.

Nearest Station: Jimbocho Station (all lines), 3 minutes' walk.

Takebashi Station (all lines), 8 minutes' walk.

*Employees are required to come to the office. Working from home is not permitted except in emergencies.

Working Hours

9:00 AM - 6:00 PM (60-minute break)

Overtime: Approximately 15-20 hours per month

Holidays and Holidays

2-day weekend (Saturday & Sunday), public holidays

Annual paid leave, New Year's holiday (6 days), maternity leave, childcare leave (taken and returned to work), family care leave, condolence leave, sick leave (paid leave)

★Continuous holidays of 5 days or more are also possible!

Benefits

Complete social insurance (employment, workers' compensation, health, and employee pension insurance)

Employee stock ownership plan

No smoking in the office

Company Description