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Tokyo Call Center Support - INSURANCE Industry

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Job Information

Recruiter
[Michael Page](#)
Job ID

1556613

Industry

Insurance

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

3.5 million yen ~ 4.5 million yen

Refreshed

August 29th, 2025 19:00

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

Join a thriving insurance company as a Call Center Operator in Tokyo, where you'll provide exceptional customer service and ensure client satisfaction. This permanent role offers an opportunity to support customers effectively in a fast-paced environment.

Client Details

This is a respected and established large organization in the insurance industry. The company is known for its commitment to delivering reliable services and fostering a professional work environment in Tokyo.

Description

You will be responsible for responding to customer inquiries and handling administrative tasks related to contracts and maintenance. Among the main responsibilities, the following tasks will be covered:

1) Responding to customer inquiries via telephone or email

- Providing information on insurance premiums and coverage, issuing estimates, and handling contract procedures

- Handling maintenance procedures such as contract changes and cancellations

2) Administrative tasks processing related to contracts and maintenance, such as issuing insurance certificates and transfer approval documents, etc.

Job Offer

- Very good work-life-balance: 9am to 5pm working schedule
- Comprehensive training programs to enhance relevant skills.
- Opportunity to work with a large and global organization in the insurance industry.
- Professional and supportive work environment in Tokyo.
- Paid holiday leave system and additional benefits.

Take the next step in your career as a Call Center Operator in Tokyo. Apply now to join a trusted leader in the insurance industry!

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

A successful applicant should have:

- Good call center experience (2+ years)
- Keen to become a Leader / Supervisor in the future
- Strong communication skills to liaise with customers and team members effectively

Company Description

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