



## PR/095339 | Call Monitoring for a reputable Japanese IT company

### Job Information

**Recruiter**

JAC Recruitment Vietnam Co., Ltd

**Job ID**

1564986

**Industry**

Software

**Job Type**

Permanent Full-time

**Location**

Vietnam

**Salary**

Negotiable, based on experience

**Refreshed**

December 9th, 2025 05:00

### 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

#### Company Overview

A reputable Japanese IT company

#### JOB Responsibilities

- Conduct call monitoring: check and detect errors in the AI Call system's dialogue scripts.
- Listen to conversation recordings (during the implementation phase or after the hospital has started operating) to identify inaccuracies.
- Report errors and send feedback to the Japanese side to adjust the scripts.
- Review and cross-check error data sent by customers through the admin system.
- Collaborate with Japanese personnel to ensure the quality of the project.

#### JOB requirement

- Japanese reading and writing skills equivalent to N2 level or above, with preference for listening, speaking, and pronunciation skills.

- Ability to concentrate, analyze conversation content, and accurately detect errors.
- Logical thinking, quick-witted, able to categorize and identify inconsistencies in conversations.
- Capable of testing and reviewing script flows, detecting inconsistencies, and proposing adjustments.
- Meticulous, highly responsible, careful, and proactive in work.
- Flexible, good at team coordination, able to quickly adapt to work environments and processes.

#### BENEFIT

- Salary up to 20,000,000 VND gross.
- 2-month probation period with 85% of the salary.
- Tet bonus and annual performance bonus; salary increase once a year.
- Quarterly teambuilding activities.

#LI-JACVN

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