



PR/118468 | Customer Service Manager / Senior Manager (JLPT N1 or equivalent)

Job Information

Recruiter

JAC Recruitment Thailand

Job ID

1565035

Industry

Audit, Tax Accounting

Job Type

Permanent Full-time

Location

Thailand

Salary

Negotiable, based on experience

Refreshed

February 17th, 2026 08:00

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

Customer Service Manager/Senior Manager (JLPT N1 or equivalent)

Job Duties & Responsibilities:

- Handle inquiries related to credit card services (in person or by phone), including card loss, transaction issues, overseas cash advances, and insurance matters. Requires communication in Japanese with headquarters.
- Provide customer service and reception for cardholders (primarily Japanese) at the lounge, both in person and by phone.
- Assist with travel arrangements, restaurant, spa/massage, and tour recommendations and reservations. Offer English support for members from China, Taiwan, and Korea.
- Plan and negotiate member benefits. Work with partner merchants, finalize agreements, and prepare promotional materials in Japanese.
- Create benefit booklets. Select participating merchants and negotiate benefit details.
- Contribute articles and update content for a travel website.

Visit merchants, gather information, and produce Japanese-language blog posts including interviews and photography.

- Summarize and analyze monthly lounge usage and sales data, and report findings to the manager.

Qualifications:

- Bachelor's degree or higher
- Japanese Language Proficiency Test (JLPT N1 preferred (reading and writing required; N2 acceptable with equivalent skills)
- Business-level English proficiency
- Preferably experienced studying or working in Japan
- Background in customer service or marketing is an advantage
- Team-oriented and cooperative
- Strong negotiation ability with local partner merchants
- Highly organized, detail-focused, and attentive

Position Level: Manager or Senior Manager depends on experience.

Working hours: Monday – Friday 9:30 – 18:00

Salary Range: 55,000-72,000 (Basic Salary only)

Allowances :

- 1.) Fixed Transportation allowance
- 2.) Fixed Telephone allowance
- 3.) JLPT N1 allowance
- 4.) TOEIC>850 score allowance
- 5.) Perfect attendance allowance

Welfare :

- Overtime payment
- Social Security Fund
- Provident Fund
- Group insurance (IPD/OPD/Dental)
- Annual Health Check up every year.
- Annual Leave

- Business Trip Allowance
- Etc.

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