

Michael Page

www.michaelpage.co.jp

## Call Center - QA

## QA Analyst

## Job Information

## Recruiter

Michael Page

## Job ID

1572718

## Industry

Software

## Job Type

Permanent Full-time

## Location

Tokyo - 23 Wards

## Salary

4.5 million yen ~ 8.5 million yen

## Refreshed

January 19th, 2026 17:01

## General Requirements

## Career Level

Entry Level

## Minimum English Level

Fluent

## Minimum Japanese Level

Native

## Minimum Education Level

Bachelor's Degree

## Visa Status

Permission to work in Japan required

## Job Description

As a Quality Assurance Analyst, you'll monitor customer interactions, evaluate agent performance, and ensure adherence to service standards. This role requires strong analytical skills and collaboration with cross-functional teams to drive continuous improvement.

## Client Details

This opportunity is with a large organization within the Technology industry.

## Description

- Monitor and evaluate inbound and outbound calls to ensure compliance with company policies, scripts, and quality standards.
- Identify performance trends and areas for improvement through call audits and data analysis.
- Provide detailed, constructive feedback and coaching to customer service agents to enhance service quality.

- Collaborate with team leaders and training departments to develop and refine quality assurance guidelines and training materials.
- Generate and present QA reports, highlighting insights and recommendations for process improvements.

#### **Job Offer**

- Work from home up to 4x per week
- Fixed work hours
- RSU Options

To apply online please click the 'Apply' button below. For a confidential discussion about this role please contact Michelle Rosette on +813 6832 8698.

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#### **Required Skills**

- Native-level Japanese and business-level English, Korean fluency is a plus
  - minimum 2 years QA experience in call center industry
  - Amenable to work in Tokyo Office
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#### **Company Description**

Multinational internet technology