



## CS Key Account Role | Shibuya | up to 460k/ month

**Competitive Salary, Career Stability**

### Job Information

**Recruiter**

JAC International Co., Ltd.

**Job ID**

1574542

**Industry**

Communication

**Company Type**

International Company

**Non-Japanese Ratio**

Majority Japanese

**Job Type**

Permanent Full-time

**Location**

Tokyo - 23 Wards

**Salary**

4.5 million yen ~ 5.5 million yen

**Holidays**

Upto 20 paid leave

**Refreshed**

May 1st, 2026 02:00

### General Requirements

**Minimum Experience Level**

Over 1 year

**Career Level**

Entry Level

**Minimum English Level**

Daily Conversation

**Minimum Japanese Level**

Native

**Minimum Education Level**

High-School

**Visa Status**

Permission to work in Japan required

### Job Description

The role is **Customer Service Key Account Executive**, supporting **Japanese customers** within a **global e-commerce environment**. This position focuses on delivering a high-quality customer experience while collaborating closely with internal teams to ensure smooth and efficient cross-border operations.

### What you'll do

- Support **Japanese customers via email, phone, and chat**
- **Handle and manage** daily customer cases
- **Communicate** customer needs clearly with internal teams

#### What Makes This Role Attractive

- **Fast career progression**, with promotion possibilities in as little as **6 months**
  - Opportunity to work with **motivated, like-minded colleagues**
  - Clear paths for **personal and professional growth**
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#### Required Skills

##### Requirements

- Minimum **2 years of customer service experience**
  - **Native Japanese** and **intermediate to business-level English**
  - Flexibility and adaptability in a **fast-paced environment**
  - Strong **team-oriented mindset**
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