



## 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

Up to 20 paid leave

##### Refreshed

January 23rd, 2026 19:52

#### 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**

---

#### 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**

---

#### Company Description