



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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Company Description