



Information Center Lead / Staff Exclusive job

Working at American University in Japan

Job Information

Hiring Company

[Temple University, Japan Campus](#)

Job ID

1581947

Division

Information Center (General Reception and Information Desk for visitors and potential students)

Industry

Education

Company Type

Small/Medium Company (300 employees or less) - International Company

Non-Japanese Ratio

About half Japanese

Job Type

Permanent Full-time

Location

Kanagawa Prefecture, Kawasaki-shi Takatsu-ku

Train Description

Tokyu Denentoshi Line, Mizonokuchi Station

Salary

4 million yen ~ Negotiable, based on experience

Salary Bonuses

Bonuses paid on top of indicated salary.

Work Hours

Main office hours: 9:00 to 17:30, Monday to Friday. 37.5 hours

Holidays

土日祝及び、大学カレンダーに準ずる、年間休日数（125日）

Refreshed

March 17th, 2026 00:00

General Requirements

Minimum Experience Level

Over 3 years

Career Level

Mid Career

Minimum English Level

Business Level (Amount Used: English usage about 75%)

Minimum Japanese Level

Native

Minimum Education Level

Bachelor's Degree

Visa Status

No permission to work in Japan required

Job Description**Position**

Information Center Lead / Staff

Department

Information Center (General Reception and Information Desk for visitors and potential students)

Position type

Full-time

Location

Hillside Center (Mizonokuchi station)

Report to

Head of Hillside Center

Operating hours

8:30 - 19:00, Monday to Friday

Work hours

37.5 Hours Per Week

Mainly working one of three shifts, but may be asked to work other shifts on an as-needed basis.

Monday through Friday:

1. 08:30 - 17:00
2. 09:00 - 17:30
3. 10:30 - 19:00

Visa Requirement

Temple University, Japan Campus (TUJ) is able to sponsor a visa for this position.

Salary & Benefits

Salary commensurate with experience.

11 days paid vacation in the first fiscal year (July-June) increasing to 20 days after 6 years of employment, plus 5 paid "personal and sick days" each year. In addition, approximately two weeks company-wide break over Christmas/New Year. Japanese social insurance and pension, commuting/telework allowance, a welfare-discount program membership, retirement payment system, and tuition benefits for Temple University, Japan Campus (TUJ) programs.

Overview of position

The Information Center serves as the primary point of contact for anyone seeking information about Temple University, Japan Campus (TUJ) and its programs.

This role is essential in delivering a welcoming, professional, and student-centered experience to visitors, prospective students, and current students. The position combines front-desk operations, student support services, and administrative coordination, requiring strong communication skills, attention to detail, and the ability to multitask in a dynamic campus environment.

(Lead)

The Information Center Lead will be based at the newly established Hillside Center and serve as the on-site leader of daily operations. While this position will report directly to the Head of Hillside Center in Mizonokuchi, they will also be receiving instruction and support from the Manager of Information Center at City Campus in Sangen-jaya.

(Staff)

As the "face of TUJ," the Information Center team plays a critical role in shaping the first impression of the university. This position is ideal for someone who enjoys interacting with people from diverse backgrounds, thrives in a fast-paced environment, and takes pride in delivering high-quality service.

Primary Responsibilities

(Lead)**Leadership & Operations**

- Lead and oversee day-to-day Information Center operations at the Hillside Center
- Supervise, train, and support staff and student workers; create and manage work schedules
- Ensure consistent service standards aligned with TUJ policies and procedures
- Identify and implement process improvements to enhance efficiency and service quality at Hillside Center
- Serve as the primary liaison between Hillside and other administrative offices

Front Desk & Student Services

- Serve as the first point of contact for visitors, prospective students, and current students
- Respond to phone and email inquiries in a timely and professional manner
- Provide accurate information about TUJ programs, policies, and services
- Distribute TUJ ID cards, commuter stickers, and long-distance discount coupons
- Manage student locker assignments and assist with minor health-related support (Sick Room use)

Administrative & Operational Support

- Maintain and update CRM records
- Oversee office supplies and merchandise inventory management
- Coordinate postal and courier deliveries
- Support campus events and collaborate with other offices on student-service initiatives

(Staff)**Front Desk & Communication & Support Services**

- Serve as the first point of contact for visitors, prospective students, and current students
- Answer incoming calls, redirect inquiries appropriately, and respond to email messages in a timely and professional manner
- Assist walk-in visitors with general inquiries and support
- Distribute TUJ ID cards, commuter stickers, and long-distance discount coupons
- Manage student locker assignments and usage
- Assist students with minor health concerns and support the use of the Sick Room
- Support other offices and programs with promotional activities and student-service initiatives

Administrative & Operational Support

- Create and maintain CRM records accurately and efficiently
- Assist with postal and courier deliveries
- Manage TUJ merchandise sales and inventory control
- Monitor office supplies and place orders as needed

Application Process

Review of applications will begin immediately and will continue until the position is filled. Desired start date is July 2026.

Please apply from below link.

(Lead)

<https://tuj.bamboohr.com/careers/83?source=aWQ9Mg%3D%3D>

(Staff)

<https://tuj.bamboohr.com/careers/84?source=aWQ9Mg%3D%3D>

Documents to submit:

1. cover letter,
2. resume or c.v.,
3. contact information for two references.

Only candidates selected for an interview will be contacted.

Temple University, Japan Campus is committed to equal opportunity employment, and to increase diversity and inclusivity in both its community and curricula. All qualified applicants shall receive full and equal consideration for employment. The university does not discriminate against candidates and employees because of their disability, sex, race, gender identity, sexual orientation, religion, national origin, age, veteran status, or any other protected status under the law. Candidates who can contribute to the institution's goals are strongly encouraged to apply.

Required Skills**Qualifications**

(Lead)

- Native-level Japanese and English (spoken and written)
- Minimum of 4-5 years of professional work experience in customer services
- Ability to work flexible shifts as required
- Excellent email writing skills, often with time-sensitive matters
- Strong organizational and multi-tasking abilities
- Detail-oriented, organized and customer-oriented
- Strong interpersonal skills and a good team player
- Excellent PC skills (Microsoft Word, Excel)
- Study Abroad experience preferred

(Staff)

- Native-level English abilities with business-level Japanese (spoken and writing)
- Minimum 2-3 years of professional work experience in customer services
- Ability to work flexible shifts as required
- Excellent email writing skills, often with time-sensitive matters
- Good organizational and multi-tasking abilities
- Detail-oriented, organized and customer-oriented
- Strong interpersonal skills and a good team player
- Excellent PC skills (Microsoft Word, Excel)
- Study Abroad experience preferred

Company Description