

「プロだからわかる、あなたのスキルが活躍の場所」
60以上の業界・職種に特化した専門チームがサポート

Robert—
—Walters

【英語を活かす】カスタマーサービス/ Client Service

医療・セキュリティサービス機関にて、カスタマーサービスの求人がございます。

Job Information

Recruiter

Robert Walters Japan (ロバート・ウォルターズ)

Hiring Company

医療・セキュリティサービス機関

Job ID

1589600

Industry

Healthcare, Nursing

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

4 million yen ~ 5.5 million yen

Holidays

完全週休2日制, 土日祝日休み, 有給休暇

Refreshed

April 22nd, 2026 17:01

General Requirements

Career Level

Mid Career

Minimum English Level

Native

Minimum Japanese Level

Native

Minimum Education Level

Bachelor's Degree

Visa Status

Permission to work in Japan required

Job Description

A multinational healthcare and security services organisation is seeking a Client Service professional. The selected candidate will manage client requests, onboarding, training, and ongoing service delivery while ensuring high levels of client satisfaction and cross-functional coordination.

A global organisation operating in the healthcare and security services industry, supporting corporate clients across multiple regions. The company delivers critical services through integrated solutions designed for international businesses and organisations.

Keywords:

顧客対応, クライアントサクセス, カスタマーサポート, B2Bサービス, プロジェクト管理, グローバル対応, サービスデリバリー, 求人, 外資系

Job Ref: Y6JUDU

Responsibilities:

- Manage and support the regional client portfolio as a team
- Handle client implementation and onboarding activities
- Support Account Management and Business Development teams in client reviews and discussions
- Ensure client satisfaction in collaboration with Sales and cross-functional teams
- Deliver client training and education on products and services
- Drive optimal usage of company products across client accounts
- Maintain accurate client data and information
- Maintain up-to-date knowledge of products and roadmap developments
- Support process improvement initiatives across client service operations
- Coordinate with technical, operations, product, and data reporting teams to resolve client issues
- Support client onboarding, client success, sales operations, and client success partner functions as required

Requirements:

- More than 1 year of experience in a client success role within international corporate organisations
- Experience delivering B2B enterprise applications or services support
- Experience working with clients across multiple geographical regions
- Good project management experience
- Experience working with global or international markets
- Ability to build and maintain client and cross-functional relationships
- Ability to work in a multi-lingual, multi-cultural environment
- Native level Japanese and English

Preferred requirements:

- Proficient in Korean or Chinese

Company Description

We've been a driving force in the Japanese bilingual recruitment market, providing high quality candidates for our clients and access to the best jobs for over 20 years. We operate a team-based profit share system which, we believe, sets us apart from the majority of competitors by enabling us to always put the interests of our clients and candidates first. That means we can find the best fit for employer and job seeker, and we never push people into unsuitable roles.