



Senior Call Center Specialist Exclusive job

Global US FMCG Company

Job Information

Recruiter

[Cornerstone Recruitment Japan K.K.](#)

Hiring Company

Global US FMCG Company with 30% Market Share in Japan

Job ID

1601256

Division

Call Center

Industry

Retail

Company Type

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

Non-Japanese Ratio

About half Japanese

Job Type

Contract

Location

Tokyo - 23 Wards, Chiyoda-ku

Train Description

Ginza Line, Tameike Sanno Station

Salary

5 million yen ~ 8.5 million yen

Refreshed

September 4th, 2026 02:00

General Requirements

Minimum Experience Level

Over 3 years

Career Level

Mid Career

Minimum English Level

Business Level (Amount Used: English usage about 50%)

Minimum Japanese Level

Fluent

Minimum Education Level

High-School

Visa Status

Permission to work in Japan required

Job Description

Lead Coordinator to manage the customer call center environment in Japan:

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- Drive system and process improvements across the call center environment
 - System issue management and escalation follow-up
 - Coordination with IT teams and external vendors
 - Operational reporting and data analysis
 - Internal stakeholder communication and coordination
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Required Skills

Key requirements:

- Experience in Customer Service and/or Contact Center operations
 - Experience coordinating with multiple stakeholders, including vendors and IT teams
 - Strong organizational, follow-up, and problem-solving skills
 - Reporting and data analysis experience (Excel, PowerPoint, etc.)
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Company Description