



Customer Success Specialist - Global Payment | JPY 3M~

Listed Firm | Global Team | Entry Level

Job Information

Recruiter

Fellowship co.,ltd.

Hiring Company

Publicly Listed IT & Communications Enterprise

Job ID

1609967

Industry

Internet, Web Services

Company Type

Large Company (more than 300 employees) - International Company

Non-Japanese Ratio

About half Japanese

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards, Shinagawa-ku

Train Description

Yamanote Line Station

Salary

3 million yen ~ 4 million yen

Refreshed

September 16th, 2026 00:00

General Requirements

Career Level

Entry Level

Minimum English Level

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

Minimum Japanese Level

Native

Minimum Education Level

High-School

Visa Status

Permission to work in Japan required

Job Description

[Company Overview]

A publicly listed IT and communications enterprise specializing in digital interaction and customer support solutions. Operating across five global locations with an international team (roughly 50% foreign staff), core operations include 24/7 internet monitoring, social application customer support, web engagement services and AI/chatbot integration.

[Position & Responsibilities]

Provide customer success support for foreign-affiliated payment service platforms

- Manage customer interactions, onboarding support and service inquiries
- Perform operational support tasks associated with global payment solutions
- Scope of duties as assigned by the company

[Key Highlights]

- Urgent Hiring / Immediate & October Onboarding Available
 - Inexperienced Applicants Welcome (open to career starters)
 - Prime Location: Within a 5-minute walk from the train station
 - Inclusive, international work culture with active working parents
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Required Skills**[Mandatory Requirements]**

- Japanese Level: Business Level (capable of writing formal business emails)
- English Level: TOEIC 650+ equivalent (reading & writing proficiency; speaking not strictly required)
- Experience: Customer-facing background (e.g., Sales, Office Admin, Customer Support, Hospitality, or Retail)
- PC & IT Literacy: Touch typing, business email standards, basic MS Office (Word, Excel, PowerPoint), and independent internet research skills
- Work Status: All nationalities welcome. Must hold current valid work authorization in Japan (new visa sponsorship not available; visa renewals supported).

[Preferred Qualifications]

- Experience utilizing PCs for personal, academic, or professional tasks
 - Proactive attitude toward learning and developing IT skills
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Company Description