



PR/096219 | Customer Support Executive (Japanese speaking)

Job Information

Recruiter

JAC Recruitment Vietnam Co., Ltd

Job ID

1611283

Industry

IT Consulting

Job Type

Permanent Full-time

Location

Vietnam

Salary

Negotiable, based on experience

Refreshed

September 22nd, 2026 08:00

General Requirements

Minimum Experience Level

Over 3 years

Career Level

Mid Career

Minimum English Level

None

Minimum Japanese Level

Fluent

Minimum Education Level

Associate Degree/Diploma

Visa Status

No permission to work in Japan required

Job Description

Location: Hanoi, Vietnam

Company Overview

A leading healthcare technology company providing innovative digital solutions to improve medical service accessibility and user experience.

Job Responsibilities

- Act as the primary contact point for Japanese clients, responding to inquiries and support requests via phone, email, and online communication channels.
- Provide clear guidance and troubleshooting assistance to help users effectively navigate and utilize the company's

platform and services.

- Investigate customer-reported issues, identify root causes, and deliver timely solutions to ensure a smooth user experience.
- Work closely with internal teams such as Technical Support and Business Operations to resolve system-related concerns and service requests.
- Escalate complex cases when necessary and monitor progress until issues are fully addressed.
- Support collaboration with the Japan team and assist with operational tasks assigned by management.
- Maintain accurate records of customer interactions and contribute to continuous service improvement initiatives.

Job Requirements

- JLPT N2 or N1 certification with practical experience communicating directly with Japanese customers or business partners.
- Strong Japanese communication skills, both written and verbal, with the ability to handle business correspondence professionally.
- Proven ability to assess situations, identify solutions, and manage customer concerns effectively.
- Customer-oriented mindset with excellent interpersonal and relationship-building skills.
- Detail-oriented, proactive, and capable of managing multiple priorities in a fast-paced environment.
- Ability to work independently while maintaining strong teamwork and collaboration.
- Comfortable handling urgent requests and responding efficiently under pressure.

Preferred Qualifications

- Previous experience living, studying, or working in Japan.
- BJT certification is an advantage.
- Background in customer support, client services, account coordination, or sales support for Japanese-speaking clients.
- Experience supporting users through email, telephone, and digital communication platforms.

Benefits

- Attractive salary and comprehensive benefits package.
- Performance-based bonuses and annual salary review.
- Premium healthcare and social insurance benefits in accordance with company policy.
- Professional working environment with exposure to Japanese business culture.
- Opportunities for career growth and continuous learning.
- Friendly and collaborative international team environment.
- Training and development programs to enhance both language and professional skills.

Annual leave and company benefits in line with internal regulations.

Due to the high volume of applicants, we regret to inform that only shortlisted candidates will be notified. Thank you for your understanding.

#LI-JACVN

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Company Description