PR/124051 | Customer Service - Japanese Speaker

Job Information

Recruiter
JAC Recruitment Indonesia

Job ID
1612848

Industry
Other

Job Type
Permanent Full-time

Location
Indonesia

Salary
Negotiable, based on experience

Refreshed
October 13th, 2026 13:00

General Requirements

Minimum Experience Level
Over 1 year

Career Level
Mid Career

Minimum English Level
Business Level

Minimum Japanese Level
Business Level

Minimum Education Level
Associate Degree/Diploma

Visa Status
No permission to work in Japan required

Job Description

About the Role
Our client, a global travel technology company, is seeking a Customer Service Japanese Speaker to support hotel partners, suppliers, and customers across international markets.

In this position, you will act as a key point of contact for booking-related enquiries, ensuring smooth operations, timely problem resolution, and an exceptional customer experience. You will collaborate closely with internal stakeholders and external partners to maintain service excellence and support business growth.

Key Responsibilities

- Manage hotel bookings and reservations, ensuring confirmations are processed accurately and supplier details are properly recorded.
- Handle customer enquiries via phone and email, providing prompt and professional support in line with service standards.
- Resolve booking-related issues and coordinate alternative accommodation arrangements when required.

- Work closely with Sales, Product, and supplier partners to investigate and resolve customer concerns efficiently.
- Identify operational or system-related issues and escalate them to relevant internal teams for follow-up and resolution.
- Contribute to business retention by delivering outstanding customer service and promoting online booking solutions.
- Coordinate with Finance and other departments regarding booking administration, payment status, and related processes.
- Maintain accurate records and ensure all customer interactions are handled professionally and effectively.

Requirements

- Fluent in both Japanese and English, with strong written and verbal communication skills.
- Holds min. JLPT N3.
- Previous experience in customer service, customer support, hospitality, travel, or other client-facing environments.
- Excellent interpersonal and relationship-building abilities.
- Comfortable working in a fast-paced environment while managing multiple priorities and deadlines.
- Strong problem-solving and conflict-resolution skills.
- Adaptable and able to perform effectively in a dynamic and changing business environment.
- High level of professionalism, emotional intelligence, and customer-oriented mindset.
- Strong computer literacy and analytical skills.
- Ability to work collaboratively within a team, while also being able to organize and prioritize workload effectively.

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Company Description