



PR/120448 | Vacation Ownership Advisor

Job Information

Recruiter

JAC Recruitment Thailand

Job ID

1614269

Industry

Business Consulting

Job Type

Permanent Full-time

Location

Thailand

Salary

Negotiable, based on experience

Refreshed

September 22nd, 2026 10:42

General Requirements

Minimum Experience Level

Over 3 years

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

None

Minimum Education Level

Associate Degree/Diploma

Visa Status

No permission to work in Japan required

Job Description

Customer Support Specialist

Location: Bangkok

Open to Expat Native speaker Indonesian or Mandarin or Cantonese or Korean

About the Role

We're looking for a customer-focused professional to help vacation ownership members make the most of their travel experiences. You'll support customers with reservations, account management, and general inquiries while delivering exceptional service in a fast-paced, international environment.

Key Responsibilities

- Assist members with resort and hotel reservations, vacation planning, and travel-related inquiries.
- Provide guidance on membership benefits, ownership privileges, and points usage.

- Manage ownership records and maintain accurate account information.
- Process maintenance fee payments and support account-related transactions.
- Respond to customer inquiries professionally via phone and email.
- Assist with loan account information and payment-related questions.
- Investigate and resolve customer concerns in a timely and customer-focused manner.
- Collaborate with internal teams to ensure a seamless customer experience.
- Deliver high-quality service while meeting established service standards and performance goals.

What We're Looking For

Required Qualifications

- Business-level English communication skills, both spoken and written.
- Minimum 5 years of professional work experience.
- Experience in hospitality, travel, airline, customer service, guest services, or contact center environments.
- Strong customer service mindset and passion for helping people.
- Excellent communication, interpersonal, and problem-solving skills.
- Ability to multitask and manage a variety of customer requests with accuracy and attention to detail.
- English language and additional language either Indonesian or Mandarin or Cantonese or Korean speaker

Interested applicants, please click **APPLY NOW**. Only shortlisted candidates will be contacted due to the high volume of applications.

Thank you for your understanding.

#LI-JACTH

Notice: By submitting an application for this position, you acknowledge and consent to the disclosure of your personal information to the Privacy Policy and Terms and Conditions, for the purpose of recruitment and candidate evaluation.

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Company Description