Digital Support Associate, Customer Service

Job Information

Recruiter
JAC International Co., Ltd.

Hiring Company
Global Medical Robotics Company

Job ID
1617202

Industry
Other

Job Type
Permanent Full-time

Location
Tokyo - 23 Wards

Salary
6 million yen ~ 8 million yen

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October 15th, 2026 15:18

General Requirements

Minimum Experience Level
Over 3 years

Career Level
Mid Career

Minimum English Level
Business Level

Minimum Japanese Level
Business Level

Minimum Education Level
Bachelor's Degree

Visa Status
Permission to work in Japan required

Job Description

Provide support for our digital products and solutions.

Respond promptly and professionally to customer inquiries and requests, conduct initial troubleshooting, gather necessary information, and coordinate with relevant internal teams through resolution.

Accurately document inquiries, complaints, and incidents in internal systems and determine whether escalation is required.

Maintain ownership until each incident is resolved or successfully transferred to the appropriate department.

Support customer adoption of the Customer Portal and other digital solutions, identify user issues and improvement opportunities, and contribute to digital-product enhancement, development, testing, promotion, and customer-education activities.

Work with internal and external stakeholders to improve service quality.

Achieve established performance targets relating to quality, service levels, product knowledge, productivity, and schedule adherence.

Follow applicable laws, compliance requirements, company policies, manuals, and work instructions.

Provide guidance to Digital Support Associate employees when necessary and perform other duties assigned by the manager.

Employee Benefits:
Employment Type: Full time employee
Office Location: Tokyo
Working Style: Remote (This position will primarily be work from home)
Salary Range: Up to 8,000,000 yen
Welfare and Insurances: Covered
Interview Steps: 2-3
Reporting Language: Japanese

Required Skills

Two to three years of experience in customer support or digital-application support

Native-level Japanese

Ability to communicate by email and participate in meetings in English

Strong customer-facing communication and active-listening skills

Ability to identify, organize, prioritize, and resolve issues in ambiguous situations

Ability to manage multiple tasks and competing priorities

Experience using Microsoft Office products

Basic troubleshooting and incident-management capability

Ability to cooperate effectively with internal and external stakeholders

Strong commitment to quality, and compliance

Junior college, vocational school, or equivalent educational background

Company Description

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