Customer Care Associate - Japanese Speaker

Job Information

Hiring Company
EcoVadis

Job ID
1619473

Industry
Other (Consulting and Professional Services)

Company Type
International Company

Job Type
Permanent Full-time

Location
Tokyo - Other Areas

Salary
Negotiable, based on experience

Refreshed
November 4th, 2026 00:00

General Requirements

Minimum Experience Level
Over 1 year

Career Level
Entry Level

Minimum English Level
Fluent Level (Amount Used: English usage about 75%)

Minimum Japanese Level
Fluent Level

Minimum Education Level
Bachelor's Degree

Visa Status
Permission to work in Japan required

Job Description

Work smart, have fun and make an impact!

Our purpose is to guide all companies toward a sustainable world. EcoVadis is the leading provider of business sustainability ratings. Our solutions are backed by an international team of experts and powerful technology. We analyze data and build sustainability scorecards that give companies actionable insights into their environmental, social and ethical risks.

Why apply to EcoVadis? Be a part of the global sustainability change in business. Grow your career. Work with extraordinary people. Feel valued for your contribution.

Learn more about our team and culture on EcoVadis careers page.

Job Description

You'll be a fundamental pillar in our customer interactions, ensuring their questions and needs are addressed with the highest

quality. If you have a strategic vision for service and are motivated to be the voice of a company with a global mission, this is your opportunity!

What will you do in this role?
You'll be the primary point of contact for our customers, a trusted advisor who goes beyond traditional support.Your responsibilities will include:

- Managing customer communication through various channels such as phone and email, providing high-quality support throughout the process.
- Conducting thorough online research to verify and validate company registration information, including legal entity, business activity, and scope of operations.
- Updating our supplier database with accurate information for companies of various sizes, industries, and global locations, using national company registers and online databases.
- Responding to client queries via email and phone, collaborating with internal and external stakeholders to gather necessary information.
- Actively contributing to the continuous improvement of internal efficiency processes and standards.
- Collaborate with inter-departmental teams on strategic initiatives, specifically focusing on process optimization, research support, and effective communication management.

Required Skills

We're looking for a person with a proactive attitude and a genuine desire to learn and grow. If you're a customer experience professional eager to make your mark, these qualities are key:

- Bachelor's Degree completed.
- Excellent verbal and written communication, interpersonal, and active listening skills.
- Ability to establish strong connections and a great ease in relating to others.
- **Fluency in English and Japanese is a must.** Other languages are considered an asset.
- At least **1 year of experience in customer service or support roles** , preferably with international exposure and in customer experience teams or service-related roles.
- Ability to multitask and prioritize effectively based on business and customer needs.
- Advanced proficiency in Microsoft Office tools (Excel, Word) and other desktop tools.
- Experience with Salesforce is a plus.
- Total customer and quality-oriented attitude in all your interactions.

Additional Information

Location: Tokyo, Japan

Starting date: Asap

Position: Permanent Contract (Probation period of 6 months)

In return for your expertise, we offer:

- Support with all the necessary office and IT equipment
- Flexi time working system
- Wellness allowance for mental and physical wellbeing
- Access to professional mental health support
- Referral bonus policy
- Learning and development
- Sustainability events and community involvement

- Peer recognition program
- Employee-led resource groups
- Social Insurance
- Commuting Allowance
- Work Model: Hybrid Work Model
- Remote work from abroad policy
- Life Insurance
- Paid employee volunteer day

Our hiring team looks forward to reviewing your CV, in English, with a guaranteed response to every application. A new job with purpose awaits you!

Don't meet all criteria? Please apply anyway. We welcome diverse candidates and want to assess your skills and potential contribution to EcoVadis, regardless of your background.

Can the hiring process be adjusted to suit my needs? Yes. We want all candidates, including people with disabilities, people with long-term health conditions, and neurodiverse applicants, to feel confident demonstrating their potential. If you require adjustments, such as interview questions in advance, please inform the hiring team.

Our team's strength comes from everyone's uniqueness and is founded upon mutual respect. EcoVadis commits to equity, inclusion and reducing bias in our hiring processes. EcoVadis does not accept any form of discrimination based on characteristics such as color, national or ethnic origin, ancestry, citizenship, religion, beliefs, age, sex, gender identity, sexual orientation, neurodiversity, disability, parental status, or any other protected characteristic that makes you unique. To reduce bias in hiring, applicants are encouraged to remove personal details such as photos, marital/parental status, religion, gender, postal code, university name/graduation date, past leave details, and nationality (instead, confirm eligibility to work in the job location).

Our recruitment processes do not include AI systems that make autonomous decisions impacting individuals' rights without human oversight. Inputs and outputs of the system have been validated by humans and answers are based on algorithms that analyze previous data with which the system has been trained. We use SmartRecruiters as our applicant tracking system and to schedule interviews. Gemini is used to summarize notes from interviews and to refine job descriptions and social media messaging. AssessFirst is used to support talent assessment decisions.

Company Description