

韓国語カスタマーサポート（韓国語ネイティブレベル＆英語＆日本語N2）

Job Information

Recruiter
Global Initiative Corporation

Hiring Company
外資系購入代行会社

Job ID
1621844

Industry
Distribution

Company Type
Small/Medium Company (300 employees or less) - International Company

Job Type
Permanent Full-time

Location
Osaka Prefecture, Osaka-shi Chuo-ku

Salary
3 million yen ~ Negotiable, based on experience

Work Hours
9:15 AM – 6:15 PM PM (8 working hours / 1 hour break)

Holidays
・週休二日制　・年末年始休暇 ・年間有給休暇 ・長期連続休暇取得可

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General Requirements

Minimum Experience Level
Over 1 year

Career Level
Mid Career

Minimum English Level
Business Level

Minimum Japanese Level
Business Level

Other Language
Korean - Native Level

Minimum Education Level
Technical/Vocational College

Visa Status
Permission to work in Japan required

Job Description

◆仕事内容
Customer Inquiry Handling
・Customer support via chat (no phone calls)

・Collaboration and reporting with other departments using internal systems

Efficiency Improvement and Business Process Improvement
・Data analysis and service improvement proposals
・Error reporting and corrective testing

Management of Remote Operators
・Quality improvement and feedback
・Follow-up on daily operations

Other related tasks (translation, etc.)

◆福利厚生
・年1回昇給
・交通費支給（月3万まで）
・残業代（分単位で支給）
・雇用保険、国民健康保険、労災保険
・ドレスコードはビジネスカジュアル（スーツ不問）
・社内イベント（社員旅行、飲み会など）
・語学レッスン
・資格取得支援
・部活動の支援
・フリードリンク

Required Skills

Must-Have Skills

- Korean: Native level required
- Japanese language proficiency of JLPT N2 or higher *No qualifications required
- Business-level English proficiency (TOEIC 800 or higher) *No qualifications required

Preferred Skills

- Experience in the cross-border e-commerce industry or customer support
- Translation experience
- Basic HTML knowledge
- Other language skills
- Practical work experience at a small or medium-sized company

Company Description