SPECIALIZED GROUP Understanding People

Workplace Experience Assistant / 受付・総務アシスタント

年収最大500万円・残業代別途支給

Job Information

Recruiter
Specialized Group

Job ID
1621919

Industry
Other

Job Type
Permanent Full-time

Location
Tokyo - 23 Wards

Salary
Negotiable, based on experience

Refreshed
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General Requirements

Career Level
Entry Level

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

Workplace Experience Assistant- Office Support - Up to ¥5.5M salary, Limited overtime, Onsite Tokyo Ryutsu Center

Overview

Our client is an American company seeking a Workplace Experience Assistant for a newly added role supporting their growing Japan team. This position offers the opportunity to manage reception duties while gaining broader experience in office operations, event support, and vendor coordination within an international environment. The role provides a base salary up to 5M, approved overtime pay, commuting allowance, pension, insurance benefits, and grading-service discounts.

Key Responsibilities:

- Welcome visitors and manage check-in/out with Envoy system
- Handle incoming calls, mail, and deliveries promptly
- Organize reception, meeting rooms, break areas, and supply stations
- Order and replenish office supplies regularly
- Respond to workplace service requests via Jira ticketing system
- Coordinate vendor access and enforce security procedures
- Support visiting executives with meeting rooms and catering arrangements

- Assist with employee events and workplace projects
- Receive and hand over customer card submissions
- Maintain a welcoming and professional office environment
- Prioritize and multitask requests in a busy office setting
- Liaise with cleaning vendors to ensure office cleanliness

Requirements:

- Strong Japanese communication skills, spoken and written (mandatory)
- Experience with reception or office administration (preferred but not mandatory)
- Proficiency in using Envoy or similar visitor management systems (preferred but not mandatory)
- Experience handling workplace service requests using Jira or similar ticketing tools (preferred but not mandatory)
- Basic skills in Google Docs, Sheets, and Slides (preferred but not mandatory)
- Ability to manage vendor coordination and security procedures
- Experience in event support and coordination
- Strong organizational skills with attention to detail
- Customer service skills focused on welcoming and assisting visitors
- Ability to prioritize and multitask in a busy office environment
- Proactive and hands-on approach to workplace support tasks

Benefits:

- Base salary up to JPY 5,000,000
- Approved overtime paid separately
- Defined contribution pension plan
- Group life and long-term disability insurance
- Commuting allowance provided

Company Description