

Information Center Staff

Exclusive job

Working at American University in Japan

Job Information

Hiring Company
Temple University, Japan Campus

Job ID
1623726

Division
Information Center

Industry
Education

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

Non-Japanese Ratio
About half Japanese

Job Type
Part-time

Location
Kanagawa Prefecture, Kawasaki-shi Takatsu-ku

Train Description
Nambu Line, Musashi Mizonokuchi Station

Salary
Based on hourly rate

Work Hours
Less than 20 hours per week

Holidays
土日祝及び、大学カレンダーに準ずる、年間休日数（125日）

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General Requirements

Minimum Experience Level
Over 3 years

Career Level
Mid Career

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

Minimum Japanese Level
Native Level

Minimum Education Level
Bachelor's Degree

Visa Status
Permission to work in Japan required

Job Description

POSITION:

Information Center Staff

DEPARTMENT:

Information Center

REPORT TO:

Head of Hillside Center

POSITION TYPE:

Part-time

LOCATION:

Hillside Center (Mizonokuchi station)

DEPARTMENT OPERATION HOURS:

8:30 - 19:00, Monday through Friday

WORK HOURS:

Less than 20 hours per week

*Work schedules are determined on a monthly basis. Approximately 3.5–4 hours per day, primarily starting at 8:30 a.m. with flexibility to accommodate individual availability and preference.

VISA REQUIREMENT:

Temple University, Japan Campus (TUJ) is not able to sponsor a visa for this position.

SALARY & BENEFITS:

Hourly wage commensurate with experience, plus transportation.

OVERVIEW OF POSITION:

The Information Center serves as the primary point of contact for anyone seeking information about Temple University, Japan Campus (TUJ) and its programs.

This role is essential in delivering a welcoming, professional, and student-centered experience to visitors, prospective students, and current students. The position combines front-desk operations, student support services, and administrative coordination, requiring strong communication skills, attention to detail, and the ability to multitask in a dynamic campus environment.

As the “face of TUJ,” the Information Center team plays a critical role in shaping the first impression of the university. This position is ideal for someone who enjoys interacting with people from diverse backgrounds, thrives in a fast-paced environment, and takes pride in delivering high-quality service.

PRIMARY RESPONSIBILITIES:

Front Desk & Communication & Support Services

- Serve as the first point of contact for visitors, prospective students, and current students
- Answer incoming calls, redirect inquiries appropriately, and respond to email messages in a timely and professional manner
- Assist walk-in visitors with general inquiries and support
- Distribute TUJ ID cards, commuter stickers, and long-distance discount coupons
- Manage student locker assignments and usage
- Assist students with minor health concerns and support the use of the Sick Room
- Support other offices and programs with promotional activities and student-service initiatives
- Support community and neighborhood relations

Administrative & Operational Support

- Create and maintain CRM records accurately and efficiently
- Assist with postal and courier deliveries
- Manage TUJ merchandise sales and inventory control

- Monitor office supplies and place orders as needed

APPLICATION PROCESS:

Review of applications will begin immediately with a desired start date of January 2027.

Apply for This Job:

https://tuj.bamboohr.com/careers/150?source=aWQ9Mg%3D%3D

*You will be directed to an external job platform, BambooHR.

Required application materials to be submitted:

1. A cover letter highlighting relevant experience and what appeals to you about the position,
2. A resume or curriculum vitae,
3. A list of two references with contact information.

Only those applicants who make it past the initial review will be contacted.

Temple University, Japan Campus is committed to equal employment, and to increase diversity and inclusivity in both its community and curricula. All qualified applicants shall have full and equal consideration for employment. The university does not discriminate against candidates and employees because of their disability, sex, race, gender identity, sexual orientation, religion, national origin, age, veteran status, or any other protected status under the law. Candidates who can contribute to the institution's goals are strongly encouraged to apply.

Required Skills

QUALIFICATIONS & EXPERIENCE:

- Minimum 3 years of professional work experience
- Native-level Japanese abilities with business-level English (spoken and writing)
- Ability to work flexible shifts as required
- Excellent email writing skills, often with time-sensitive matters
- Good organizational and multi-tasking abilities
- Detail-oriented, organized and customer-oriented
- Strong interpersonal skills and a good team player
- Excellent PC skills (Microsoft Word, Excel)

PREFERRED QUALIFICATIONS AND EXPERIENCE:

- Study Abroad experience
- Customer service experience

Company Description