



PR/109540 | JPS\_Customer Support

## 募集職種

### 人材紹介会社

ジェイエイシーリクルートメントインド

### 求人ID

1553842

### 業種

物流・倉庫

### 雇用形態

正社員

### 勤務地

インド

### 給与

経験考慮の上、応相談

### 更新日

2025年10月14日 16:00

## 応募必要条件

### キャリアレベル

中途経験者レベル

### 英語レベル

無し

### 日本語レベル

無し

### 最終学歴

短大卒：準学士号

### 現在のビザ

日本での就労許可は必要ありません

## 募集要項

- Industry : Logistic
- Position : Customer Support & Interpreter
- Location : Gurgaon
- ULPT : N1/N2
- Type : Permanent

### ■Responsibilities for Moving Services :

#### 1. Customer Interaction

- Responding to inquiries via phone, email, and chat
- Handling quotation requests and providing explanations
- Guiding customers through service details and pricing
- Scheduling and confirming moving dates
- Managing complaints and offering solutions

#### 2. Administrative Tasks

- Managing customer information (inputting and updating in CRM systems)
- Preparing and sending contracts and quotations
- Verifying payment status and handling billing

- Conducting post-move follow-ups (e.g., sending surveys)

### 3. Internal Coordination

- Collaborating with sales and field staff (scheduling, sharing special instructions)
- Coordinating internally during issues or emergencies
- Sharing customer feedback for service improvement

### 4. Quality Control & Improvement

- Analyzing customer satisfaction and preparing reports
- Updating FAQs and support documentation
- Maintaining and improving support manuals
- Proposing ideas to enhance service quality

### 5. Other Responsibilities

- Strengthening support during peak seasons (e.g., March and September)
- Providing multilingual support for international customers
- Assisting with special moves (e.g., overseas relocations, corporate moves)

#### ■Required skills and Requirements

- JLPT N1/N2
- Study, part-time job, or work experience in Japan
- Candidate Having More than 2+ Year Experience in the field of Interpretation at Japanese Company.
- Fluency in Japanese and English, especially speaking Japanese.
- Listening skills.

#### ■Preferred skills

- Logistic Industry (Especially moving) Experience will be more beneficial.

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会社説明