

# インドの求人なら JAC Recruitment India

# 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28日 02:00

### 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 ■JLPT : 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, especialy speaking Japanese.
- · Listening skills.

#### ■Preferred skills

· Logistic Industry (Especialy moving) Experience will be more beneficial.

**Notice:** By submitting an application for this position, you acknowledge and consent to the disclosure of your personal information to the Privacy Policy and Terms and Conditions, for the purpose of recruitment and candidate evaluation.

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会社説明