



ベトナムの求人なら  
JAC Recruitment Vietnam

PR/096219 | Customer Support Executive (Japanese speaking)

募集職種

人材紹介会社  
JAC Recruitment Vietnam Co., Ltd

求人ID  
1611283

業種  
ITコンサルティング

雇用形態  
正社員

勤務地  
ベトナム

給与  
経験考慮の上、応相談

更新日  
2026年09月08日 10:19

応募必要条件

職務経験  
3年以上

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  
流暢

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

Location: Hanoi, Vietnam

Company Overview

A leading healthcare technology company providing innovative digital solutions to improve medical service accessibility and user experience.

Job Responsibilities

- Act as the primary contact point for Japanese clients, responding to inquiries and support requests via phone, email, and online communication channels.
- Provide clear guidance and troubleshooting assistance to help users effectively navigate and utilize the company's

platform and services.

- Investigate customer-reported issues, identify root causes, and deliver timely solutions to ensure a smooth user experience.
- Work closely with internal teams such as Technical Support and Business Operations to resolve system-related concerns and service requests.
- Escalate complex cases when necessary and monitor progress until issues are fully addressed.
- Support collaboration with the Japan team and assist with operational tasks assigned by management.
- Maintain accurate records of customer interactions and contribute to continuous service improvement initiatives.

### **Job Requirements**

- JLPT N2 or N1 certification with practical experience communicating directly with Japanese customers or business partners.
- Strong Japanese communication skills, both written and verbal, with the ability to handle business correspondence professionally.
- Proven ability to assess situations, identify solutions, and manage customer concerns effectively.
- Customer-oriented mindset with excellent interpersonal and relationship-building skills.
- Detail-oriented, proactive, and capable of managing multiple priorities in a fast-paced environment.
- Ability to work independently while maintaining strong teamwork and collaboration.
- Comfortable handling urgent requests and responding efficiently under pressure.

### **Preferred Qualifications**

- Previous experience living, studying, or working in Japan.
- BJT certification is an advantage.
- Background in customer support, client services, account coordination, or sales support for Japanese-speaking clients.
- Experience supporting users through email, telephone, and digital communication platforms.

### **Benefits**

- Attractive salary and comprehensive benefits package.
- Performance-based bonuses and annual salary review.
- Premium healthcare and social insurance benefits in accordance with company policy.
- Professional working environment with exposure to Japanese business culture.
- Opportunities for career growth and continuous learning.
- Friendly and collaborative international team environment.
- Training and development programs to enhance both language and professional skills.

Annual leave and company benefits in line with internal regulations.

Due to the high volume of applicants, we regret to inform that only shortlisted candidates will be notified. Thank you for your understanding.

#LI-JACVN

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会社説明