

PR/124051 | Customer Service - Japanese Speaker

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 インドネシア

求人ID
1612848

業種
その他

雇用形態
正社員

勤務地
インドネシア

給与
経験考慮の上、応相談

更新日
2026年10月27日 06:00

応募必要条件

職務経験
1年以上

キャリアレベル
中途経験者レベル

英語レベル
ビジネス会話レベル

日本語レベル
ビジネス会話レベル

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

About the Role
Our client, a global travel technology company, is seeking a Customer Service Japanese Speaker to support hotel partners, suppliers, and customers across international markets.

In this position, you will act as a key point of contact for booking-related enquiries, ensuring smooth operations, timely problem resolution, and an exceptional customer experience. You will collaborate closely with internal stakeholders and external partners to maintain service excellence and support business growth.

Key Responsibilities

- Manage hotel bookings and reservations, ensuring confirmations are processed accurately and supplier details are properly recorded.
- Handle customer enquiries via phone and email, providing prompt and professional support in line with service standards.
- Resolve booking-related issues and coordinate alternative accommodation arrangements when required.

- Work closely with Sales, Product, and supplier partners to investigate and resolve customer concerns efficiently.
- Identify operational or system-related issues and escalate them to relevant internal teams for follow-up and resolution.
- Contribute to business retention by delivering outstanding customer service and promoting online booking solutions.
- Coordinate with Finance and other departments regarding booking administration, payment status, and related processes.
- Maintain accurate records and ensure all customer interactions are handled professionally and effectively.

Requirements

- Fluent in both Japanese and English, with strong written and verbal communication skills.
- Holds min. JLPT N3.
- Previous experience in customer service, customer support, hospitality, travel, or other client-facing environments.
- Excellent interpersonal and relationship-building abilities.
- Comfortable working in a fast-paced environment while managing multiple priorities and deadlines.
- Strong problem-solving and conflict-resolution skills.
- Adaptable and able to perform effectively in a dynamic and changing business environment.
- High level of professionalism, emotional intelligence, and customer-oriented mindset.
- Strong computer literacy and analytical skills.
- Ability to work collaboratively within a team, while also being able to organize and prioritize workload effectively.

#LI-JACID

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