

Job Detail

Entries Level

Position Title	Recruiting Customer Support Specialists!
Company Name	HCL JAPAN LTD./株式会社エイチシーエル・ジャパン
Activated / Updated	2024-04-19 / 2024-04-19
Job Type	Administrative - Sales Assistant/Clerical/Receptionist Customer Service - Customer Support Customer Service - Other
Industry	IT Consulting
Location	Asia Japan Tokyo
Job Description	<p>Due to business expansion, we are looking for a Customer Support Specialist. Entry level people are also welcome! [Job details] To provide information to their customer regarding their queires and resolve the end customer issues as per defined SLA Able to work independently and efficiently to meet SLA Able to comprehend the request of the customer and meet the quality standard</p> <p>General requirement:</p> <ol style="list-style-type: none"> (1.) Attendance/Login Hours/Unscheduled Leave/SLA targets as per defined by the process (2.) Improve skill level through self-development / nominating training programs Skill reverification Tests (3.) Meet the defined Quality Scores. Innovation & Process Improvement (4.) The individual should be able to work effectively in a team whilst enthusing others to do the same for the achievement of common goals of the team (5.) Meet or exceed CSAT parameters as defined for the process. <p>Responsibilities:</p> <ul style="list-style-type: none"> • Answer all Inbound calls as per call flow procedure • Excellent written and Reading Japanese skills • Excellent Japanese Communication skills • Good English Communication, Reading and Writing skills • Native level in Japanese • Adherence to process to ensure high quality and customer service • Follow escalation procedures for issues uncontrollable at agent level. • Handling and solving Customer problems. • First call resolution • schedule Break adherence. • Involvement in motivational activities ,Implementing feedback given during monitoring sessions. • Update various logs like escalation log, complaint tracker etc. •Ensuring data security – proprietary data of customers
	<p>About HCLTech:</p> <p>HCLTech is a global technology company, home to more than 221,000 people across 60 countries, delivering industry-leading capabilities centered around</p>

Company Info	<p>digital, engineering, cloud and AI, powered by a broad portfolio of technology services and products. We work with clients across all major verticals, providing industry solutions for Financial Services, Manufacturing, Life Sciences and Healthcare, Technology and Services, Telecom and Media, Retail and CPG, and Public Services. Consolidated revenues as of 12 months ending June 2023 totaled \$12.8 billion. Consolidated revenues as of 12 months ending September 2023 totaled \$12.9 billion.</p> <p>We have been named a Global Top Employer for 2023 and certified as a Top Employer in 25 countries by the Top Employers Institute across three regions, Asia Pacific, North America and Europe, for consistency in people practices across the globe. Of the 25 countries, HCLTech is ranked number one in 18 countries, including Japan. These accolades demonstrate our commitment to fostering a work environment with an innovative and a progressive work culture. To learn how we can supercharge progress for you, visit hcltech.com</p>
Working Hours	<p>Assuming 9:00-18:00 60 minutes break May vary slightly depending on client</p>
English Level	Minimum Communication Level (TOEIC 225-470)
Japanese Level	Fluent(JLPT Level 1 or N1)
Chinese Level	None
Salary	JPY - Japanese Yen JPY 3000K - JPY 4000K
Salary Description	Fully equipped with social insurance education training
Holiday Description	<p>paid holiday 2 days off per week (Saturdays, Sundays, public holidays) Congratulatory or condolence leave Parental leave sick leave</p>
Job Contract Period	Full-time employment
Nearest Station	<p>Roppongi-itcho Station Tameike Sanno Station</p>