

Job Detail

Entries Level

Position Title	[English proficiency required & inexperienced welcome] Medical customer support position Support for Japanese overseas / Correspondence with overseas medical institutions Major foreign companies
Recruiter Company	EPS Consultants LLC
Company Name	Company name is private
Activated / Updated	2024-04-19 / 2024-04-19
Job Type	Administrative - International Affairs Customer Service - Customer Support Customer Service - Other
Industry	
Location	Asia Japan Tokyo
Job Description	<p>■This is a global customer service position that serves as a point of contact with customers, local medical institutions, and internal departments.</p> <ul style="list-style-type: none">• Receiving calls and support from customers who require medical assistance.• Communicate with overseas medical institutions and arrange medical institutions and medical staff that can provide treatment.• Arrange services related to medical evacuation/repatriation, etc. in cooperation with overseas medical personnel and staff stationed locally.• Communication with the department in charge of billing for medical expenses, etc.
Company Info	With 1,000 bases in 90 countries around the world, we provide medical and security support to our globally active customers. The Assistance Center is staffed by doctors, nurses, security specialists, and coordinators to provide prompt support. In addition, we have established clinics in countries where it is difficult to maintain medical institutions and facilities equivalent to international standards, and in areas where it is difficult to receive appropriate medical treatment due to cultural and linguistic backgrounds. It is a job where you can acquire deep knowledge of international affairs, and there are many major clients, and there is no doubt that your skills are rewarding.
Qualifications	<ul style="list-style-type: none">• Be able to achieve goals, manage time, and organize data.• Have good communication skills in English.• Be able to understand the situation appropriately by listening to the speaker's content, and clearly convey opinions, information, and key points of discussion.• Be able to work productively even under stressful situations and meet customer needs.
English Level	Fluent (TOEIC 865-)
Japanese Level	Native Level
Salary	JPY - Japanese Yen JPY 4000K - JPY 5000K
Job Contract Period	full-time employment