

Job Detail

Staff Level

Position Title	[Customer Support] Responding to inquiries from one of the largest overseas fashion e-commerce sites in Japan <Flexible working hours>
Recruiter Company	INBOUND TECHNOLOGY CO.,Ltd /インバウンドテクノロジー株式会社
Company Name	Company name is private
Activated / Updated	2024-05-06 / 2024-05-06
Job Type	Customer Service - Customer Support Customer Service - Telemarketing/Telesales Customer Service - Call Centre Manager/SV
Industry	Fashion/Apparel/Accessory
Location	Asia Japan Tokyo
Job Description	We operate a social shopping site with over 10 million members in 176 countries around the world! You will be in charge of operational tasks such as examination and monitoring of exhibited products. 【in particular】 ◆Operations such as screening and monitoring ◆ Escalation of inquiries from exhibitors and internal inquiries ◆ Implementation of policy planning and operation improvement measures using data analysis results
Company Info	◆There is a high rate of utilization of systems such as the flextime system and refresh leave, and many members who have returned from long-term leave are also active. A workplace where individuals have discretion and responsibility, and where flexible working styles are possible according to the situation
Qualifications	[Application conditions] ◆Those who have basic writing skills and ◆documentation skills to be able to provide accurate answers to e-mail inquiries and create operational guidelines ◆ Operational experience on IT services ◆ Basic IT skills (GoogleSpreadSheet and Excel) [Welcome experience] ◆Experienced in service fraud countermeasures and examination work ◆Experience in building and improving operations by working with one's own hands ◆ Web service (toC) inquiry response experience [People we want] ◆ Those who have the ability to think logically and can see things from a broader perspective ◆Students who like to learn independently and think about how to do things by trial and error ◆Those who can solve problems while building consensus with many stakeholders
Salary	JPY - Japanese Yen JPY 3500K - JPY 5500K
Salary Description	◆ Treatment is determined by considering skills, experience, and ability ◆ Performance appraisals twice a year ◆ Overtime work of 30 hours or more per month will be paid extra wages depending on the position
Holiday Description	◆ Full weekly two-day system (Saturday and Sunday) ◆Holidays ◆ Annual paid vacation ◆ Refresh vacation ◆ Year-end and New Year holidays ◆ Congratulatory or condolence leave

Job Contract Period	full-time employee
Nearest Station	◆ Tokyo Metro Ginza Line, Hanzomon Line, Toei Oedo Line "Aoyama 1-chome" ◆ Tokyo Metro Chiyoda Line "Nogizaka" Station

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