

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	<p>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.</p> <p>【in particular】</p> <ul style="list-style-type: none"> ◆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	<p>◆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.</p> <p>A workplace where individuals have discretion and responsibility, and where flexible working styles are possible according to the situation</p>
Qualifications	<p>[Application conditions]</p> <ul style="list-style-type: none"> ◆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) <p>[Welcome experience]</p> <ul style="list-style-type: none"> ◆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 <p>[People we want]</p> <ul style="list-style-type: none"> ◆ 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	<ul style="list-style-type: none"> ◆ 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	<ul style="list-style-type: none"> ◆ 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