

## Job Detail

Staff Level

Position Title	Call Centre Executive (Japanese Speaker) - Work From Home
Recruiter Company	Career International FOS Sdn Bhd
Company Name	Company name is private
Activated / Updated	2024-03-06 / 2024-03-07
Job Type	Customer Service - Call Centre Manager/SV Customer Service - Customer Support
Industry	Outsourcing
Location	Asia Japan
Job Description	<p>What are your job tasks?</p> <p>Deliver an experience that satisfies our clients. Meet and exceed client required KPIs (Key Performance Indicators). Understand company policies and maintain confidentiality. Provide feedback to management on problems and areas for improvement. Participate in training to improve job performance.</p>
Working Hours	24/7 rotational shift
Qualifications	<p>Whom are we looking for?</p> <ul style="list-style-type: none"> <li>• Able to work shifts (with night shift pay).</li> <li>• Able to work on 24/7 rotational shift.</li> <li>• Preferably have call centre experience.</li> <li>• Have strong verbal, writing and comprehension skills.</li> <li>• Meets typing requirements (30 WPM for voice and non-voice).</li> <li>• Computer literate and able to use Windows OS, Apple OS X, MS Office, and Google applications.</li> <li>• Possesses critical thinking skills with a focus on problem solving and customer satisfaction.</li> <li>• Able to multi-task and pay attention to detail.</li> <li>• Self-motivated and able to contribute to cross-functional global teams.</li> <li>• Flexible and able to adapt quickly to frequent process and information changes.</li> <li>• Able to work under pressure.</li> </ul>
English Level	Daily Conversation Level (TOEIC 475-730)
Japanese Level	Native Level
Chinese Level	None
Salary	JPY - Japanese Yen JPY 2000K - JPY 3000K (Month salary : JPY - Japanese Yen JPY 166.667K - JPY 250K )
Salary Description	Education/ Training Relaxation Facilities
Holiday Description	Five-Day Workweek Refresh Holidays Paid Holidays Congratulatory or Condolence Leave Child-care Leave Sick Leave
Job Contract Period	Hiring for full time position