

Job Detail

Entries Level

Position Title	Fully remote OK, Work from home! Use English! Foreign-affiliated bilingual customer support position
Recruiter Company	iHOLON Co.,Ltd
Company Name	Company name is private
Activated / Updated	2024-05-07 / 2024-05-13
Job Type	Customer Service - Customer Support Customer Service - Call Centre Manager/SV Customer Service - Other
Industry	
Location	Asia Japan Tokyo
Job Description	<p>Liaising between guests and partners to resolve wide range of issues via phone and email on various topics such as: additional travel advice, modifications, cancellations etc</p> <p>-Providing accurate, valid, and complete information by using the right tools, methods, and processes.</p> <p>-Ensuring a high level of customer service and a positive guest experience</p> <p>-Supporting your colleagues with peer learning, and being open to feedback from others</p> <p>-Meet service targets and call handling quotas</p> <p>-Make effective decisions on when to handle a case and when to escalate</p> <p>-Taking part in new projects and tests that we may need your help with Promoting the company's culture</p>
Company Info	The company currently has more than 69,000 employees and branches in more than 30 countries and regions, including Europe, the Middle East, Africa, Asia and the Americas, serving more than 400 world-renowned clients. It is the most used autosock company in the world.
Working Hours	<p>8:00~21:30 (shift system)</p> <p>Break time: 60 minutes, 15 minute break in the morning and afternoon and 10 minute personal break provided</p>
Qualifications	<p>• Fluent conversation skills in English and Japanese</p> <p>*Particular emphasis will be placed on speaking and listening skills. (Because the ratio is 70% or more for Japanese calls and 30% or less for English calls)</p> <p>Welcome conditions</p> <ul style="list-style-type: none"> - Passion for providing excellent customer service • Ability to adapt and tolerate stress in a busy environment • Ability to independently solve problems • Positive and flexible behavior and attitude • Excellent teamwork skills
English Level	Fluent (TOEIC 865-)
Japanese Level	Native Level
Salary	JPY - Japanese Yen JPY 4500K - JPY 5500K
	<p>Basic salary: 330,000 yen to 375,000 yen</p> <p>There are incentives.</p> <p>Salary increase: Yes</p> <p>·Health insurance</p> <ul style="list-style-type: none"> • Industrial accident insurance • Pension system • Paid sick leave: 5 days per year

Salary Description	<p>Annual vacation: 10 days per year</p> <ul style="list-style-type: none"> • Nursing care leave (paid) - Up to 5 days per year for one family member - Up to 10 days per year for 2 or more family members • Maternity/childcare leave (unpaid) • Paternity leave (unpaid) • Anniversary leave (paid) - 5 years employee - 5 days - 10 years employee - 5 days - 15 years employee - 5 days • Loss of leave: If an employee loses a family member, they can take up to 5 consecutive days of leave. • Public holidays: If you work in shifts, additional allowance will be paid on public holidays. • Marriage leave (paid): Can be taken for 3 consecutive days • Sick leave (unpaid): Sick leave is available. • Child care leave (unpaid): Child care leave is available. - Miscarriage leave (paid): After a miscarriage, female employees are entitled to 5 consecutive days of paid leave. • Lunch catering: When working at work (WFO), lunch catering is available for 690 yen per day. • Commuting allowance: Up to 50,000 yen per month will be paid depending on distance and train company. • Annual health checkup: There is an annual health checkup. <p>Fully equipped with social insurance</p>
Holiday Description	Full five-day work week, Saturdays, Sundays, holidays, year-end and New Year holidays, condolence leave, childcare leave, nursing care leave, paid leave
Job Contract Period	Contract employee (updated annually) Trial period: 3 months Appointment to full-time employee possible
Nearest Station	Osaki Station