

Job Detail

Staff Level

Position Title	[Call Center] inexperienced welcome /work from anywhere/ Work life balane
Company Name	Hotelbeds Japan K.K.
Activated / Updated	2024-05-15 / 2024-05-15
Job Type	Administrative - Sales Assistant/Clerical/Receptionist Customer Service - Customer Support Hospitality Business Specialists - Travel Industry Related
Industry	Tourism/Hotels, Lodging/Restaurant, Food Services
Location	Asia Japan Tokyo Asia Japan Osaka
Job Description	<p>■ Main tasks</p> <ol style="list-style-type: none"> 1. Providing high-quality services to clients 2. Actively, politely, and empathetically respond to inquiries from clients by telephone, email, and online from the customer's point of view. 3. Resolve client requests, problems and complaints promptly and accurately in accordance with established policies, guidelines and conditions 4. Maintain good relationships with customers and within the company, achieve high customer satisfaction, and maintain customer loyalty 5. Suggestions and actions for matters that should be improved in daily work <p><Attractive points></p> <p>There are many attractive points for those who like to travel.</p> <ul style="list-style-type: none"> • You can work 30 days a year regardless of your work location. <p>→You can work from anywhere in Japan or overseas!</p> <ul style="list-style-type: none"> • Hybrid work (1 time a week at office) • Work life balane • You can make reservations through our site <p>→Employees and their family members can make reservations at a discount rate through our website.</p>
Company Info	<p>The online hotel wholesale division of the Hotelbeds Group, which boasts the world's largest bed bank. A wholesaler that provides Japanese hotels to about 60,000 overseas travel agencies through a system. In Japan, we are engaged in consulting sales for the development of hotels to be provided and revenue increase.</p> <p>The Hotelbeds Group is a large travel business group that includes not only the travel industry, but also airlines, hotels, and cruise companies.</p> <p>【Measures against passive smoking】 No smoking indoors allowed</p>
Working Hours	<p>Currently, we rotate between the following shift:</p> <p>A: 9:00-17:30 B: 10:30-19:00 C: 8:00 - 16:30 D: 16:00 - 00:30</p> <p>*There is generally no overtime, so you can have a fulfilling private life. *2 days off per week</p>
Qualifications	<p>■ Required conditions</p> <ul style="list-style-type: none"> • Those who can work with a strong service spirit • Those who are interested in customer service • Native level of verbal and written communication skills in Japanese and fluent in English (conversation, reading and writing) • Those who want to make use of it • Time management skills • Those who can work shifts <p>■ Welcome conditions</p> <ul style="list-style-type: none"> • Those who are proactive and value teamwork • Those who have majored in or completed hospitality, tourism, or related fields • Those who have practical experience in a large-scale call center • Those who have more than 1 year of hotel business experience

English Level	Daily Conversation Level (TOEIC 475-730)
Japanese Level	Fluent(JLPT Level 1 or N1)
Salary	Depends on experience
Salary Description	<p>■ Treatment / Salary Basic salary from 3,500,000 yen / year, preferential treatment depending on skills and experience Extra pay rate for night work Pluse quarterly bonus</p> <ul style="list-style-type: none"> • Defined contribution pension plan • Transportation expenses • Recreational facilities (tourism and travel related) • Reservations can be made from the company's website <p>→Employees and family members can also book from our site at a great price</p>
Holiday Description	<ul style="list-style-type: none"> • Complete 2-day work week system <p>*There is a possibility of coming to work on Saturday/Sunday depending on the month</p> <ul style="list-style-type: none"> ·paid holiday • Sick leave ·Childcare leave • Birthday vacation • Able to work regardless of location for 30 days a year • Hybrid work * Coming to work once a week
Job Contract Period	Full time
Nearest Station	<p>5 minutes on foot from JR Shinjyuku Station South Exit/ 5 minute walk from JR Yoyogi Station East Exit/ *We have adopted a hybrid working policy, we work in the office at least 1 day a week and can work remotely the rest of the time.</p>