

## Job Detail

Senior Level

Position Title	[Sales Executive/Reservation] Serviced Apartment Business
Company Name	MetroResidences Japan
Activated / Updated	2024-07-25 / 2024-07-25
Job Type	Hospitality Business Specialists - Hotel Sales/AE - Corporate Sales Sales/AE - Customer Success/Client Success
Industry	Tourism/Hotels, Lodging/Restaurant, Food Services
Location	Asia Japan Tokyo
Job Description	<p>[Business content] Serviced Apartment [1. Sales Executive/Reservation 2. Assistant Manager]</p> <p><b>Background</b> This is a job in a major accommodation facility/serviced apartment business in Tokyo! We are a reputable accommodation provider specializing in flexible housing solutions. We provide high-quality services primarily to English-speaking expatriates and Japanese-speaking corporate clients.</p> <p>Your role will be to provide friendly advice to our guests on suitable locations and apartments within Tokyo that suit their customized requirements. The majority of your interaction with guests will be through the phone, and on email. The ideal candidate is a good listener, quick worker and good communicator; someone who is able to empathize with the guest requirements and reply with a thoughtfully summarized reply to the guest.</p> <p><b>Job Scope</b> Respond to reservation inquiries by phone, email, chat on website, etc. (property introduction, room availability confirmation, estimate) Planning and implementing sales promotion measures to acquire repeat customers and new customers Be organized as you will need to send contracts and invoices to customers accurately and timely. Strengthen relationships with key account corporate and individual customers (visits and online meetings)</p> <p><b>Requirements</b> Previous customer service experience not required but preferable. Previous experience from the same industry is not required. Excellent communication skills and service ability to increase customer satisfaction. Preferably bilingual in Japanese and English (business-level) to communicate with foreign customers. On the job training will be provided during the first 3 months.</p> <p><b>Background</b> This is a job in a major accommodation facility/serviced apartment business in Tokyo! We are a reputable accommodation provider specializing in flexible housing solutions. We provide high-quality services primarily to English-speaking expatriates and Japanese-speaking corporate clients.</p> <p><b>Why Join Us?</b> ★ Location (Central Tokyo): Our office is located in the heart of Tokyo, easily accessible and surrounded by vibrant city life. ★ Diverse team: We are a team that is passionate about providing the best accommodations in a multicultural environment. Join us if you want to work in a global environment.</p>
	<p>[Company culture/office atmosphere] • Diversity of members The representative is Singaporean. Many of our employees are bilingual, and many of them have lived or studied abroad.</p>

Company Info	<p>Regardless of nationality, gender, or background, we have gathered members who share the values that Metro values.</p> <ul style="list-style-type: none"> <li>• Work time balance</li> </ul> <p>Everyone works with the mindset of reducing unnecessary overtime as much as possible!</p> <p>Although it depends on the team and position, the average monthly overtime hours for junior members is less than 15 hours.</p> <p>[Measures to prevent passive smoking] No smoking indoors</p>
Working Hours	9:30~18:30
Qualifications	<p>Those with at least 2 years of experience in some kind of customer service (hotels and real estate preferred)</p> <p>【in particular】</p> <p>▼Person who falls under the following</p> <ul style="list-style-type: none"> <li>• Business level English proficiency (for communicating with foreign customers)</li> <li>• Excellent communication skills</li> <li>• Service ability to pursue customer satisfaction</li> <li>• Able to operate Excel, Word, and Powerpoint</li> <li>• Able to multitask</li> </ul> <p>&lt;For these people&gt;</p> <p>◎I want to work by making use of my English skills</p> <p>◎I want to work in a global environment</p> <p>◎Previous customer service experience not required but preferable.</p> <p>◎Previous experience from the same industry is not required.</p> <p>On the job training will be provided during the first 3 months.</p>
English Level	Business Conversation Level (TOEIC 735-860)
Japanese Level	Native Level
Chinese Level	None
Salary	JPY - Japanese Yen JPY 3500K - JPY 6000K (Month salary : JPY - Japanese Yen JPY 291.667K - JPY 500K )
Salary Description	<p>Fully equipped with social insurance</p> <p>Full transportation allowance</p> <p>Salary increase once a year</p> <p>Performance bonus/once a year</p> <p>Trial period: 3 months (same conditions as above for treatment and benefits)</p>
Holiday Description	<p>Complete 2-day week (Saturdays, Sundays, and public holidays)</p> <p>paid holiday</p> <p>Congratulatory and condolence leave</p> <p>Childcare leave</p> <p>Injury and sick leave: 5 days per year</p>
Job Contract Period	Full-time employment (trial period: contract employee)
Nearest Station	<p>2-8-14 Akasaka, Minato-ku, Tokyo</p> <p>【transportation】</p> <p>5 minutes walk from "Nogizaka Station" and "Akasaka Station"</p>