

## Job Detail

Executive Level

Position Title	Customer Success Specialist - Japanese Speaker
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 - Customer Support
Industry	Outsourcing
Location	Asia Thailand Bangkok
Job Description	<p><b>Responsibilities</b>  Responsible to resolve customer queries in a timely and accurate way through inbound call, email or live chat  Identify customer needs and assist them in using specific features and functionalities in the client platform  Follow-up with customers to ensure their technical issues are resolved  Become and remain knowledgeable about client products and community standards  Use market-specific knowledge, signals and insights to spot and scope scalable solutions to improve the support of our community of customers  Identify inefficiencies in workflows and suggest solutions  Gather, analyze and utilize relevant data to develop ways to improve the overall user experience on the site  Recognize trends and patterns, and escalate issues outside the company policy to the global team</p>
Working Hours	Mon-Fri 7am-4pm
Qualifications	<p><b>Preferred Qualifications:</b>  Inbound calls, email and chat support experience as an advantage.  Have exceptional grammar typing accuracy skills – experience with business communication  Patience when handling tough cases  High affinity and cultural awareness of political/social situation regarding the relevant market/region that will be supported  Flexible in shifting schedule</p>
English Level	Business Conversation Level (TOEIC 735-860)
Japanese Level	Native Level
Salary	Depends on experience
Holiday Description	Five-Day Workweek Sick Leave Paid Holidays