

Job Detail

Staff Level

Position Title	[Working in Matsue City, Shimane Prefecture] English/Technical support for security services (SV candidate) [Enriched work-life balance]
Recruiter Company	Global Leaf Co., Ltd.
Company Name	Company name is private
Activated / Updated	2023-12-15 / 2024-04-09
Job Type	Customer Service - Customer Support Customer Service - Call Centre Manager/SV IT (Other) - IT Help Desk
Industry	Outsourcing
Location	Asia Japan Shimane
Job Description	<p>[Business overview] My job is to respond to inquiries from customers regarding product specifications and failures by using all possible means to resolve problems, such as referencing knowledge, verifying operation, analyzing error logs, and consulting with manufacturers to gather information.</p> <p>[Specific job details] ■Security service maintenance and operation ■User response to inquiries (*) (Japanese: phone/email/chat) ■Communication with overseas clients (English: email/phone/chat) ■Document translation (English → Japanese) *Inquiry details (example) • I would like to know how to install it. • Software froze • I would like to know the cause of the error.</p> <p>[Work-life balance] ■In order to lead the way in working in the BPO industry, we are not only working overtime, but also managing paid leave acquisition and enhancing various welfare benefits. Average overtime time: 18 hours 47 minutes (*) Paid leave acquisition rate: 76.4% (*) *In addition to full-time employees, this also includes the performance of contract employees on a monthly salary system. ■We have put in place various systems that allow us to aim to be a company where employees can progress in their careers fairly, regardless of gender, while balancing life and work. • Shorter working hours for childcare • Spouse's maternity leave • Childcare leave • Child training leave • Child nursing leave • Prenatal/postnatal leave</p>
Company Info	<p>[Company characteristics] BPO (Business Process Outsourcing) refers to a company outsourcing some of its operations to an outside company in order to increase its competitiveness. Our company has provided solutions to many companies by leveraging the wealth of knowledge we have accumulated through our BPO services and streamlining business operations by making full use of IT. We do not simply perform tasks on behalf of clients upon request, but instead analyze the business process itself and propose the optimal flow. By reconsidering the entire business, we can improve efficiency, reduce costs, and improve service quality. We face our clients' issues and bring about innovation in business processes. That is our serviceware business.</p> <p>[Service features] Our business is a BtoBtoC business where B (our company) connects B (clients) and C (customers). Our contact center supports smoother communication between clients and customers. Contact centers are a valuable point of contact for clients. Now that the Internet has become widespread, communication tools such as the Web and SNS have become more diverse. We are working to meet all of our customers' needs by utilizing them in multiple ways.</p>

	Specifically, we contribute to improving customer satisfaction by analyzing collected customer feedback, understanding customer needs in detail, and utilizing this information in response. In addition, in order to continue to evolve the services we provide to our clients, we have created a cycle of Plan → Do (Execution) → Check (Evaluation) → Act (Improvement). By constantly checking and reviewing contact center response quality and customer satisfaction, we will create even more advanced BPO services.
Working Hours	9:00-18:00
Qualifications	<p>[Required skills/experience]</p> <p>■Those who can communicate smoothly in English by phone or email (no TOEIC score requirement)</p> <p>*During the interview, there will be conversation and questions in English.</p>
English Level	Business Conversation Level (TOEIC 735-860)
Japanese Level	Fluent(JLPT Level 1 or N1)
Salary	JPY - Japanese Yen JPY 2500K - JPY 6500K
Salary Description	<p>[Salary]</p> <p>Estimated annual income: 2.8 million yen to 4.7 million yen</p> <p>[General position] Monthly salary: 200,000 yen to 275,000 yen</p> <p>[Area job (no transfer)] Monthly salary: 170,000 yen to 235,000 yen</p> <p>*Estimated annual income = basic salary + bonus + overtime pay (in units of 1 minute)</p> <p>*Includes overtime pay of 20 hours/month.</p> <p>*Bonus: Paid twice a year (according to the estimated annual income table, evaluation, and company performance)</p> <p>*Overtime will be paid in 1-minute increments.</p> <p>[Various allowances/welfare benefits]</p> <p>■Commuting allowance ■Overtime work allowance ■Holiday work allowance</p> <p>■Late night work allowance</p> <p>■Work from home allowance ■Wedding gift money ■Baby gift money ■Friend introduction allowance</p> <p>■Holiday work allowance ■Late night work allowance</p> <p>■Recruitment allowance (friend/acquaintance referral system)</p> <p>■Retirement plan: Defined benefit pension and defined contribution pension</p> <p>■Congratulations and condolence money system ■Employee stock ownership plan</p> <p>■Skill improvement training/management training (education program for managers)</p> <p>■Qualification acquisition support system ■E-learning (you can take training at any time you like, whether outside or inside the company)</p> <p>■Menu selection type welfare system ■Free health checkup (human dog for those over 35 years old)</p> <p>■Various consultation desks</p>
Holiday Description	<p>■Complete 2-day work week (Saturdays, Sundays, and holidays)</p> <p>■Paid holidays Paid holidays: 20 days (granted on April 1st. Only the amount for the current year can be carried over to the next year. If you join the company in the middle of the year, it will be granted according to the month you joined the company.</p> <p>■Special leave (16 types in total. Educational leave, consecutive holidays support leave, memorial leave, etc.)</p> <p>*122 days off per year</p>