

Job Detail

Staff Level

Position Title	[Customer support operations]
Recruiter Company	Leverages Career China Co., Ltd
Company Name	Company name is private
Activated / Updated	2024-03-06 / 2024-03-06
Job Type	Customer Service - Customer Support Customer Service - Telemarketing/Telesales Planning/Marketing/PR - Digital/Web/SNS Marketing
Industry	Distribution/Retail
Location	Asia China Shanghai
Job Description	<p>[Job summary] You will be responsible for a wide range of customer support tasks related to our company's services. Your job will be to respond to a wide range of questions, including inquiries about purchased products and inquiries about how to play cards.</p> <p>Rather than simply answering inquiries, you will be asked to consider things like "Will this response convert them into fans? Will they continue to be fans?" and will work to create a system and team that will make this possible.</p> <ul style="list-style-type: none"> Responding to inquiries regarding our products and services via email, phone, and chat (including responding to inquiries ourselves and instructing and approving subcontractor members) Internal communication/coordination related to inquiry response, business report creation/dissemination, etc. Propose and implement business efficiency improvements such as improving support tools, etc. Control of outsourcing companies Analysis of user trends and providing feedback to the product development department Respond to inquiries from the Bureau of Industry and Commerce and the Consumer Center.
Company Info	<p>[Company information] A unique company founded in 1998 by original copyright holders to focus on their content and develop it into an enduring brand. Through content, product creation, marketing, and all other activities, we focus on bringing out the individuality of the content and widely communicating its appeal. The group has 10 companies and 10 offices around the world, including our own, and we work as content producers in each market.</p>
Working Hours	9:00~18:00
Qualifications	<p>【Prerequisite】</p> <ul style="list-style-type: none"> Those who have experience working at a Japanese company or negotiating business with a Japanese company Person who has 2 or more years of work experience in either call center/customer center Those with experience in chat user support Japanese business level (N1) <p>[Welcome conditions]</p> <ul style="list-style-type: none"> Experience in handling events in e-commerce (TMALL, TikTok) (618, 11/11, etc.) Experience in quality control and operator training Experience in planning/executing business process improvement Knowledge and experience in operating TikTok store (Douyin store) Knowledge about analog games (board games, etc.) and trading card games Interest in our business
Japanese Level	Business Level(JLPT Level 2 or N2)

Chinese Level	Business Conversation Level
Salary	Depends on experience
Salary Description	<p>【Welfare】</p> <ul style="list-style-type: none"> • Commuting allowance, overtime allowance • Subsidy days off available for weekend work • Travel allowance 200 yuan/day • Company welfare leave from 5 days • Paid vacation according to legal provisions • Children's Day welfare leave + 600 yuan entertainment allowance • Free clothing • Free drinks available <p>[Salary notes]</p> <ul style="list-style-type: none"> • 10,000~20,000 yuan/month • Bonus available: 2 months + closing bonus
Job Contract Period	• Trial period: 2 months • Salary 80%