

Job Detail

Staff Level

Position Title	Teammate - Voice and Non Voice (WFH in Japan)
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 Customer Service - Other Other Job Type - New Graduate & Entry Level
Industry	Telecommunications/Information Services
Location	Asia Japan
Job Description	<p>As a teammate you will:</p> <ul style="list-style-type: none">• We provide an experience that satisfies our customers.• Meet and exceed client required KPIs (Key Performance Indicators).• Understand TaskUs policies and maintain confidentiality.• Provide feedback to management on issues and areas for improvement.• Participate in training to improve job performance. <p>We are looking for someone who:</p> <ul style="list-style-type: none">• Those who can work in shifts (with night shift allowance).• Experience in calls (a must be available, but not required)• Good linguistic, writing and comprehension skills• Meets typing requirements (30 WPM for voice and non-voice).• Have computer literacy and be able to use Windows OS, Apple OS X, MS Office and Google Applications.• Possesses critical thinking skills with a focus on problem solving and customer satisfaction.• Able to multitask and pay attention to details.• Those who are self-motivated and able to contribute to a global team across departments.• It is flexible and can respond quickly to frequent process and information changes.• Able to work under pressure.
Company Info	<p>We are a collective of highly capable humans, who understand how to deploy technology and data to best serve your purpose. From Digital CX to Trust & Safety, AI Services, Risk + Response, Consulting, and anything in between, we consider ourselves responsible for protecting our partners' interests and supporting their long-term success through innovation and technology - powered by ridiculously smart people.</p> <p>The company partners with the world's most innovative and disruptive brands to protect what matters most and to thrive in an ever-changing world.</p>
Working Hours	Rotational shift 24/7
Qualifications	Education: Diploma holder and above Experience: Minimum 1 year experience in customer service (no experience or fresh graduates able to apply) Work from Home in Japan only
English Level	Business Conversation Level (TOEIC 735-860)
Japanese Level	Native Level
Salary	JPY - Japanese Yen JPY 3500K - JPY 4000K
Salary Description	<ul style="list-style-type: none">- Work from home in Japan only- Training provided- Have provide Laptop PC and monitor- others benefit

Holiday Description	Five-Day Workweek
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