

Job Detail

Entries Level

Position Title	[Customer Success/SaaS Company] English required/Members from over 15 countries gather!
Recruiter Company	INBOUND TECHNOLOGY CO.,Ltd /インバウンドテクノロジー株式会社
Company Name	Company name is private
Activated / Updated	2024-05-15 / 2024-05-16
Job Type	Sales/AE - Customer Success/Client Success Sales/AE - Corporate Sales Sales/AE - Other
Industry	IT - Other
Location	Asia Japan Tokyo
Job Description	<p>【Company Profile】 We are developing a business that supports the growth of startups and solves new issues that arise due to the services and technologies created by startups from a customer success perspective.</p> <p>【job description】 We provide customer success support for client companies' SaaS products. Respond to user inquiries via phone, chat, and email. We contribute to the success of SaaS companies by not just providing answers, but by understanding the true needs of users and making optimal proposals from a wide range of products.</p>
Company Info	<p>◎Work in a global environment with English-Japanese bilingual members from over 15 countries!</p> <p>◎If you have one year of sales experience or sales experience, you can change the job type to customer success!</p>
Working Hours	<p>Shift system (8 hours of work from 9:00 to 20:00) (Pattern ①9:00~18:00 / ②11:00~20:00) *Due to shift work, overtime rarely occurs. *During training (approximately 3 months), you will only be working from 9:00 to 18:00 on weekdays. *In principle, you will be required to come to work.</p>
Qualifications	<p>[Required requirements] - 1 year or more of reception experience (sales, customer service, etc.) (long-term internship experience for new graduates) • Japanese skill business level • English skills business level (TOEIC 800 points) or equivalent skills • Business PC skills, IT literacy</p> <p>[Welcome requirements] • Experience in data analysis and numerical management • Call center experience • Experience as a team manager or trainer</p>
English Level	Business Conversation Level (TOEIC 735-860)
Japanese Level	Business Level(JLPT Level 2 or N2)
Salary	JPY - Japanese Yen JPY 3000K - JPY 4000K
Holiday Description	<p>Shift work 5 days a week (2 days off a week) *Work will be in shifts, including Saturdays, Sundays, holidays, year-end and New Year holidays, Golden Week, etc. *Congratulatory and condolence leave and paid leave (can be taken in full day, half day, or hour increments) available</p>

Job Contract Period	full-time employee
Nearest Station	Gotanda Station