

Job Detail

Staff Level

Position Title	High-grade shared office [Reception/Administrative staff] *No experience welcome!
Company Name	The Executive Centre/ディ・エグゼクティブ・センター・ジャパン株式会社
Activated / Updated	2024-05-08 / 2024-05-08
Job Type	Administrative - Sales Assistant/Clerical/Receptionist Hospitality Business Specialists - Concierge Administrative - Secretary
Industry	Real Estate/Property Management/Facility Management
Location	Asia Japan Tokyo Asia Japan Tokyo Asia Japan Tokyo
Job Description	<p>【JOB DESCRIPTION – ENGAGEMENT ASSOCIATE】</p> <ul style="list-style-type: none"> • Department - Operations • Reporting to - Operations Management • JPY 220K to 260K monthly <p>Purpose of the role:</p> <p>The Executive Centre is an innovative, multinational, flexible workspace provider, catering to businesses and individual members from the broadest spectrum, each with unique requirements.</p> <p>As an Engagement Associate interacting with that member base, your role is to provide a level of customer service and face-to-face engagement unsurpassed in the hospitality industry. In every sense, you are the 'face' of The Executive Centre for all members, so you must maintain that proactive, professional, innovative, customer service-led persona at all times, to facilitate our individual member and overall community experience.</p> <p>【Job Duties】 :</p> <ul style="list-style-type: none"> – Proactively anticipate and respond to all members' and guests' needs or queries – Constantly identify opportunities to connect our members, in-centre and otherwise, to further add value to their experience – Manage both office units and telephone systems set up and requests for all members – Manage all secretarial, administration, postage, courier or other arrangements for all members as requested. Ensure that all requests are met to the best of your professional knowledge – Conduct seamless check in & check out process for all members – Handle all telephone calls in a professional and efficient way, maintaining that professional, customer service-led persona – Work on resolving all basic IT issues as occur in the centres; identify and action when you need specific IT support – Develop and maintain third party vendor relationships, to further add value to the centre operations and our member's experience – Continually look to create opportunities to up-sell and cross-sell to our members to help drive revenue – Provide valuable holistic support to all local Operations to maximize profitability, efficiency and productivity

Company Info	<p>★Many seniors from different industries are working actively♪ Customer service experience in the airline and hotel industries, etc. I changed jobs from a different industry. Many seniors are also active.</p> <p>Sales, customer service, etc. while communicating The experience I have gained in this field can be put to good use in a wide range of ways! “Change to a stable work style with day shifts and weekends off,” I want to make use of my customer service experience and my English and Chinese skills.” This is one of my motivations as a senior!</p> <p>★Active in the center of business All workplaces are in major wards of Tokyo's 23 wards. I work in a landmark office tower building. Customers who are at the cutting edge of business You can enjoy the satisfaction of supporting them behind the scenes.</p> <p>★Achieve both work-life balance and career advancement I can go home almost on time every day, so I can enjoy my time off. In addition, because you can improve your skills through work, If you are interested, you can also advance your career to a management position!</p>
Working Hours	<p>9:00-18:00 (8 hours of actual work)</p> <p>*Average overtime per month is 10 hours. You can also fully enhance your privacy.</p>
Qualifications	<p>■ Qualifications 【Job requirements】 ◆Basic PC skills (For those who are comfortable with touch typing, shortcut keys, etc.) ◆People who want to improve themselves through work</p> <p>[Welcome] • Work experience in sales, secretarial, reception, customer service, general affairs • Hotel reception/concierge • CA・Ground staff • English skills above daily conversation level (All internal emails are in English)</p> <p>[Ideal person image] ◇People who like talking to people ◇Those who can adapt to changes ◇Those who can think flexibly</p> <p>■ Minimum Language Requirements English Level: Business Conversation Level Japanese Level: Fluent</p> <p>【KPIs】： - Client Engagement – deliver quality service and proactively seek to understand clients' needs - Effective Communication – Active listening skills. Ensure feedback is clear and understood and actionable - Collaboration – Display cooperative attitude. Support team member and share knowledge in the team - Service Revenues – Maximizing service revenue - Efficiency & Effectiveness - Demonstrate high efficiency and proactiveness and is able multi-task - Grooming - Maintain professional appearance consistently according to the company's standard and guidelines. - Centre Maintenance – Maintain the look, feel and efficiency of all centres to the standards expected by TEC and our Members</p>
English Level	Business Conversation Level (TOEIC 735-860)
Japanese Level	Fluent(JLPT Level 1 or N1)

Chinese Level	None
Salary	JPY - Japanese Yen JPY 3500K - JPY 4500K
Salary Description	<p>■ Benefits Monthly salary of 260,000 yen or more + performance bonus (once a year) Salary amount will be determined based on experience and ability.</p> <p>There is a 6-month trial period. Salary conditions during the trial period: Varies (salary during the period: 220,000 to 240,000 yen per month)</p> <p>Annual income in the first year 3.3 million yen - 4.2 million yen</p> <p>Model annual income example Annual income: 3.8 million yen / 26 years old, 3 years experience Annual income 4.3 million yen / 31 years old 6 years experience Annual income 6 million yen / 38 years old, Manager position, 8 years experience</p> <p>■Salary increase once a year (January) ■Performance bonus once a year ■Complete social insurance (employment, workers' compensation, health, welfare pension) ■Transportation expenses provided (full amount) ■Overtime allowance</p>
Holiday Description	<p>[More than 125 days off per year!]</p> <p>■Complete 2-day weekend system (Saturdays and Sundays off) ■Holidays ■GW ■New Year holidays ■Paid vacation ★After the trial period, you can take 15 days from the first year! ■Congratulatory and condolence leave ■Birthday vacation ■Long term/consecutive vacation</p>
Job Contract Period	full-time employee
Nearest Station	<p>★No transfer with relocation★ A well-designed hotel within walking distance from the station. You will work in the office♪</p> <ul style="list-style-type: none"> • Cerulean Tower/26-1 Sakuragaoka-cho, Shibuya-ku, Tokyo • Shin Marunouchi Center Building/1-6-2 Marunouchi, Chiyoda-ku, Tokyo • Jingumae Tower Building/1-5-8 Jingumae, Shibuya-ku, Tokyo • Roppongi Hills North Tower/6-2-31 Roppongi, Minato-ku, Tokyo • Sanno Park Tower/2-11-1 Nagatacho, Chiyoda-ku, Tokyo • Kyobashi Edgrand/2-2-1 Kyobashi, Chuo-ku, Tokyo • Meguro Arco Tower/1-8-1 Shimomeguro-ku, Meguro-ku, Tokyo • World Trade Center Building South Building/2-4-1 Hamamatsucho, Minato-ku, Tokyo <p>*Japan branch office is located at Sanno Park Tower, 2-11-1 Nagatacho, Chiyoda-ku, Tokyo.</p>