

## Job Detail

Staff Level

Position Title	Thai language reception for airline tickets
Staff Company	Sogo Career Option Co., Ltd.
Company Name	Company name is private
Activated / Updated	2024-05-09 / 2024-05-09
Job Type	Customer Service - Telemarketing/Telesales Education/Training/Language Specialist - Interpreter
Industry	Tourism/Hotels, Lodging/Restaurant, Food Services
Location	Asia Japan Osaka
Job Description	<p>[Responding to airline ticket inquiries]</p> <ul style="list-style-type: none"> <li>• We will respond to customer inquiries regarding airline tickets in Thai.</li> <li>• We will respond in Thai to any problems that passengers may have while boarding the aircraft.</li> <li>• We will respond in Thai for matters such as airline ticket refunds.</li> </ul> <p>- Enter correspondence history and customer information into the computer.  - Customer support (including some complaint handling) *Manual available.</p> <p>▼Inquiry example  "I'd like to make a reservation..."  "I would like to change or cancel..."  "How can I get a refund?"  "My plane is delayed..." etc.  *Customer support is 60% by phone, 30% by chat, and 10% by email.</p>
Company Info	<p>Those who can work for a long time are welcome☺  Many foreign nationals also work there.  It's a bright and lively workplace with a good atmosphere.  Training is provided after joining the company, so you can work with peace of mind.  Casual clothes, dyed hair, piercings, nail polish, and jeans are OK! (No sandals or anything that is too revealing)  You can work while enjoying fashion♪</p> <p>There will be training.  Lecture: Approximately 2 weeks Rope play: Approximately 1 week  *There will be a seat test three weeks after joining the company.  *During this period, working hours will differ from normal times. (Monday to Friday)  9:00 to 18:00 (60 minutes break)  *Closed on Saturdays and Sundays during training.</p>
Working Hours	[Shift system] Early shift 8:55-18:00 (8 hours of actual work) Late shift 10:55-20:00 (8 hours of actual work) *Work 5 days a week *Overtime is approximately 5 hours per month.
Qualifications	<p>Technology/Humanities/International Affairs interpretation</p> <ul style="list-style-type: none"> <li>• Japanese level: N1 required (certificate required)</li> <li>• Japanese is business level</li> <li>• Be able to read and write in Japanese</li> <li>• Ability to use business honorific language in Japanese</li> <li>• Able to have daily conversations in Thai (at the level of someone who has stayed in Thailand for more than 2 years)</li> <li>• Able to read and write in Thai</li> </ul> <p>*People who can handle the relevant work, such as technology, humanities knowledge, international work, etc.</p>
English Level	None
Japanese Level	Fluent(JLPT Level 1 or N1)
Other Language1	Thai(Business Conversation Level)

Hour Salary	JPY - Japanese Yen 1500JPY
Estimated Annual Salary	By employment history and skills
Salary Description	<p>[Basic salary] 1,500 yen / no transportation expenses  [Monthly income example] 249,375 yen  *Monthly income example is calculated based on 5 hours of overtime per month.  (Includes overtime pay of 9,375 yen)  *There is a difference between salary and take-home pay due to income tax, municipal tax, etc.</p> <p><b>【Welfare】</b>  Social insurance/employment insurance/worker's compensation insurance  annual paid leave  Incentive/salary increase system available</p>
Holiday Description	<p>shift off  *2-8 days a month, negotiable leave requests available (preferential treatment for full-time employees)</p>
Nearest Station	<ul style="list-style-type: none"> <li>• 1 minute walk from Kitahama Station on the Osaka Metro Sakaisuji Line</li> <li>• 8 minutes walk from Yodoyabashi Station on the Keihan Main Line</li> <li>• 4 minutes walk from Naniwabashi Station on the Keihan Nakanoshima Line</li> </ul> <p>*Transportation expenses will not be provided.</p>