

Job Detail

Staff Level

Position Title	English 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"> • We will respond in English to customer inquiries regarding airline tickets. • We will respond in English to any problems that passengers may have while boarding the aircraft. • We will respond in English for matters such as airline ticket refunds. <p>- Enter correspondence history and customer information into the computer. (inbound, outbound, chat, web form)</p> <ul style="list-style-type: none"> • Customer response (including complaint response) <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. *A manual is available. *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◎ 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 the training period, you will be working from 9:00 to 18:00. (Closed on Saturdays and Sundays)</p>
Working Hours	[Day shift] 8:55-18:00 (8 hours of actual work) *Working 5 days a week *Shift system from Monday to Sunday *Overtime is approximately 5 hours per month.
Qualifications	<p>Technology/Humanities/International Affairs interpretation</p> <ul style="list-style-type: none"> • Japanese level: N1 required (certificate required) • Japanese is at business level or higher • Be able to read and write in Japanese • Ability to use business honorific language in Japanese • English is at business level or higher (TOEIC 800 or higher) <p>*People who can handle the relevant work, such as technology, humanities knowledge, international work, etc.</p>
English Level	Business Conversation Level (TOEIC 735-860)
Japanese Level	Fluent(JLPT Level 1 or N1)
Hour Salary	JPY - Japanese Yen 1500JPY
Estimated Annual Salary	By employment history and skills
	<p>[Basic hourly wage] 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)</p>

Salary Description	<p>*There is a difference between salary and take-home pay due to income tax, municipal tax, etc.</p> <p>【Welfare】 Social insurance/employment insurance/worker's compensation insurance annual paid leave Incentive/salary increase system available</p>
Holiday Description	<p>shift off</p> <p>*2-8 days a month, negotiable leave requests available (preferential treatment for full-time employees)</p>
Nearest Station	<ul style="list-style-type: none"> • 1 minute walk from Kitahama Station on the Osaka Metro Sakaisuji Line • 8 minutes walk from Yodoyabashi Station on the Keihan Main Line • 4 minutes walk from Naniwabashi Station on the Keihan Nakanoshima Line <p>*Transportation expenses will not be provided.</p>