

Job Detail

Staff Level

Position Title	Those with no experience in the industry are welcome! /Product customer success support
Recruiter Company	Global Trust Networks Co.,Ltd./株式会社グローバルトラストネットワークス
Company Name	Company name is private
Activated / Updated	2024-03-06 / 2024-03-27
Job Type	Consulting - Business Consulting/Think Tank Customer Service - Customer Support
Industry	Business Consulting
Location	Asia Japan Tokyo
Job Description	We support the customer success of client companies' products. We respond to user inquiries via phone, chat, and email, understand the user's true needs, and make optimal proposals from a wide range of products.
Company Info	<ul style="list-style-type: none">• Work in a global environment with English-Japanese bilingual team members from over 15 countries.• We have a team with high customer satisfaction and are recognized among vendors around the world.
Working Hours	9:00-18:00
Qualifications	<p>Required skills</p> <p>■ More than 1 year of reception experience (sales, customer service, etc.) (Long-term internship experience for new graduates)</p> <p>■ Japanese skills: Business level</p> <p>*Those who can read, write, and speak Japanese clearly, concisely, and fluently</p> <p>■ English skills: Business level (TOEIC 800 points) or equivalent skills (fast reading comprehension)</p> <p>■ Business PC skills, IT literacy</p> <p>-Touch typing, business email, Excel/PPT/Word (writing) (configuration/input)</p> <p>- IT and internet literacy to the extent that you can research and use it yourself</p> <p>welcome skills</p> <p>■ Experience in data analysis and numerical management</p> <p>■ Call center experience</p> <p>■ Experience as a team manager and 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
	■ Working days: 5 days a week shift work (2 days off per week)

Holiday Description	<p>*Work will be in shifts, including Saturdays, Sundays, holidays, year-end and New Year holidays, Golden Week, etc.</p> <p>*Congratulatory and condolence leave, paid leave (can be taken in full day, half day, or hour increments) available</p>
Job Contract Period	full-time employee