

Job Detail

Staff Level

Position Title	Bilingual customer support
Recruiter Company	UNIVA Japan Limited
Company Name	Company name is private
Activated / Updated	2024-03-29 / 2024-03-29
Job Type	Customer Service - Customer Support
Industry	Tourism/Hotels, Lodging/Restaurant, Food Services
Location	Asia Japan Tokyo
Job Description	<p>☆Bilingual customer service☆</p> <p>Your job will be to provide customer service to one of the world's largest hotel reservation sites, and respond to various inquiries from customers and accommodation facilities in both Japanese and English.</p> <p>Specific work content</p> <p>✳Customer support (CSG department: 8:00-21:30 shift, 8 hours of actual work, 5 days a week including weekends and holidays)</p> <ul style="list-style-type: none"> • Inquiries before and after reservation • About billing etc. <p>✳Responsible for hotel partners (CSP department: 9:00-19:30, 8-hour shifts, 5 days a week including weekends and holidays)</p> <ul style="list-style-type: none"> • Call the hotel to check the situation • Negotiations with hotels, etc.
Company Info	<p>Although it is a major global company, the Japanese branch has just been established, so it has the open atmosphere of a venture company!</p> <p>Work involves solving customer problems and sometimes negotiating.</p> <p>Training is provided after joining the company, so you can work with confidence.</p> <p>Additionally, all of our employees are friendly and open-minded, so you can feel free to talk to us about anything you don't understand or feel anxious about at work.</p> <p>We also have a career advancement system, so you can challenge yourself to a leadership position or other occupations!</p>
Working Hours	<p>Shift system (including Saturdays, Sundays, and holidays. Allowances will be paid when working on Saturdays, Sundays, and holidays)</p> <p>8 hours from 8:00 to 21:30. 60 minutes break.</p>
Qualifications	<ul style="list-style-type: none"> • Japanese-English bilingual (Language proficiency guidelines: Japanese N1 or higher, English TOEIC 800 or higher), with special emphasis on speaking • 80WPM or more • Some kind of customer service experience (restaurants, hotels, etc. are also OK) • Excellent problem-solving skills • Excellent communication skills • For international applicants, valid work visa is required
English Level	Fluent (TOEIC 865-)
Japanese Level	Fluent(JLPT Level 1 or N1)
Chinese Level	None
Salary	<p>JPY - Japanese Yen JPY 4000K - JPY 4500K</p> <p>(Month salary : JPY - Japanese Yen JPY 333.333K - JPY 375K)</p>
	<ul style="list-style-type: none"> • Complete social insurance • Full transportation expenses • Free lunch provided

Salary Description	<ul style="list-style-type: none"> • 3 weeks of training provided (paid) • No restrictions regarding clothes and hairstyle • One point tattoo OK • In-house events also held • Employee introduction system • Events within the company • Vending machine • Drink machine • Career advancement is possible as other positions are also available within the company.
Holiday Description	<p>Full five-day work week (according to shift)</p> <ul style="list-style-type: none"> • Paid holiday • Marriage leave • Sick leave • Menstrual leave • Maternity leave & childcare leave • Congratulatory and condolence leave
Job Contract Period	Employment type: Contract employee Contract period: 1 year (renewable)
Nearest Station	<p>5 minutes walk from JR Yamanote Line Osaki Station [New East Exit]</p> <p>JR Shonan-Shinjuku Line Osaki Station [New East Exit] 5 minutes walk</p> <p>5 minutes walk from JR Saikyo Line Osaki Station [New East Exit]</p>