

Job Detail

Staff Level

Position Title	【Arabic skills required】 Customer support position in global company
Recruiter Company	UNIVA Japan Limited
Company Name	Company name is private
Activated / Updated	2024-02-09 / 2024-03-07
Job Type	Customer Service - Customer Support Customer Service - Call Centre Manager/SV
Industry	Other
Location	Asia Japan Osaka
Job Description	<p>【Why we are hiring】 At the beginning of this year, we had a 23% increase in sales in the Arabic market, and we are expecting to have more growth. Due to the elevated activity, we also plan on seeing more customer traffic on our website, and inquiries about our services. To better care for our Arabic-speaking customers, we are looking for an outgoing Arabic native speaker to join our customer support team, which is staffed entirely by bi- and trilingual members. You will use your native language, Japanese, and English skills, to link Japan with the Arabic-speaking world.</p> <p>◆Duties Include</p> <ul style="list-style-type: none"> • Responding to customer inquiries • Coordinating with various teams to answer customer questions and solve customer problems • Supervising part-time operators • Other related tasks (Translation, etc.)
Company Info	<p>Our company started as a purchasing agency and overseas shipping service. We became convinced of the value of our service after many people used it, and thus created English and Ukrainian versions of our site. Since then, we have steadily increased the number of languages supported and currently offer versions in 19 languages.</p> <p>Our purchasing agent service acts as an intermediary between sellers and overseas users, freeing you from all transaction risks. Many Japanese e-commerce sites still do not support purchases from overseas. It is extremely difficult to communicate in multiple languages, create and ship documents overseas, and complete payments without risk.</p> <p>With our purchasing agency service, we purchase products from sellers on behalf of overseas users, and handle all payments and overseas shipping on their behalf. There is no need to worry about encountering problems with foreign language support, payment, and shipping, which are concerns when conducting cross-border transactions.</p>
Working Hours	<ul style="list-style-type: none"> • Flex time – Core time from 10:00 – 16:00 with up to 2 hours lunch <p>※During Training※ 9:15 ~ 18:15</p>
Qualifications	<p>◆Must Have Skills</p> <ul style="list-style-type: none"> • Native Level Arabic • Business Level Japanese (JLPT N2 or higher) • Business Level English <p>◆Preferred Skills</p> <ul style="list-style-type: none"> • Experience working in small to medium-sized companies • Experience working in e-commerce companies or working as customer support • Basic knowledge of HTML • Other language skills <p>◆Personality</p> <ul style="list-style-type: none"> • Someone with good communications skills, with experience working in an office and brings a positive attitude to their work • Someone excited to grow with us and ambitiously as we continue to expand • Someone able to cooperate with people of many different ages, nationalities and backgrounds in a professional setting.

	※Applicants must possess a valid visa that permits work or employment in Japan.
English Level	Fluent (TOEIC 865-)
Japanese Level	Business Level(JLPT Level 2 or N2)
Chinese Level	None
Other Language1	Arabic(Native Level)
Salary	JPY - Japanese Yen JPY 3000K Over (Month salary : JPY - Japanese Yen JPY 250K OverOver)
Salary Description	<p>【Salary】 ¥250,000 or more per month (Based on previous experience and ability) Bonus twice a year (June and December) Raise once per year</p> <p>【Benefits】</p> <ul style="list-style-type: none"> • Transportation Allowance (Up to 30,000 per month) • Overtime Pay (Paid by the minute) • Unemployment Insurance, National Health Insurance, Worker's Accident Insurance • Business casual dress code (No suit required) • Company events (company trips, drinking parties, etc.) • Language lessons • Support for qualification acquisition • Support for club activities • Free drinks
Holiday Description	<ul style="list-style-type: none"> • Two days off per week • Year end and new years holidays (Dec. 30th ~ Jan 2nd) • Total 26 paid days off per year (Increases year over year)
Job Contract Period	Permanent Employee (Full Time) *There is a 3-month probationary period. *Salary and benefits remain the same during the probationary period.
Nearest Station	4 minutes walk from Sakaisuji Honmachi Station on the Osaka Metro Chuo Line