

## Job Detail

Staff Level

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| Position Title      | Tokyo! American company!! ![Customer Success] Japanese and English required★   |
| Recruiter Company   | OPEN LOOP PARTNERS, INC.   |
| Company Name        | Company name is private  |
| Activated / Updated | 2024-03-25 / 2024-03-25  |
| Job Type            | Customer Service - Customer Support<br>Customer Service - Call Centre Manager/SV<br>Sales/AE - Customer Success/Client Success   |
| Industry            | Telecommunications/Information Services  |
| Location            | Asia Japan Tokyo   |
| Job Description     | <p>.</p> <p>This is a customer success position that supports the expansion of the Japanese market for companies that provide payment services used around the world and unicorn companies (foreign-affiliated companies).</p> <p>We are looking for members who will expand the team together and challenge the world!</p> <p>A minimum of one week from the interview to the job offer! !!</p> <p>[Responsible work]<br/>As a partner of a company that provides online payment services used all over the world, we will respond to inquiries by email, chat, and telephone from the user (corporate main) who is using it in Japanese and English. The number of correspondence is about 20 cases a day.</p> <p>[In the training for joining the company]<br/>Since the service operator client is an overseas company, all correspondence such as training, materials, escalation (asking the client for instructions) will be done in English. Although there are technical and specialized contents, even inexperienced people are okay because there is careful training.</p> <p>[Career Vision]<br/>Once you get used to it, we will respond according to your specialty. There are positions such as operations specialist, inside sales, risk management, and team management.<br/>By participating in the project as the project is expected to expand, there are great growth and opportunities even from inexperienced people.</p> |
| Company Info        | <p>[Department information]<br/>This project was started by the first member in February 2018, and currently has a team of 17 people, but we plan to expand it to a larger team as the service project expands in the future. Everyone is working to grow as a team while taking leadership.<br/>The team is a global environment with English-Japanese bilingual members from more than 9 countries.</p>  |
| Working Hours       | <p>■ Working hours shift system<br/>Basically 9:00 to 18:00 (There is also a pattern starting from 10:00 to 12:00)<br/>* Overtime is about 10 to 20 hours a month. Because of shift work, it basically rarely occurs.<br/>* During training (about 3 months), only work from 9:00 to 18:00 on weekdays</p> <p>■ Working days: Shift work 5 days a week (2 days a week)<br/>* Shift work including weekends and holidays, year-end and New Year holidays, Golden Week, etc.<br/>* There are condolence leave and paid leave (can be taken in 1-day, half-day, hourly units).</p>  |
|                     | <p>[Required skills]<br/>① Those with Japanese native level or higher and work experience in Japan, or equivalent skills</p>   |

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| Qualifications      | <p>*Those who can read, write, and speak Japanese clearly, concisely, and fluently</p> <p>② Business level (TOEIC 800 points or higher) or equivalent skills (used in current job, etc.)</p> <p>③PC operation skills, IT literacy</p> <p>④ Business skills with 2 to 3 years of working experience</p> <p><b>【welcome】</b></p> <ul style="list-style-type: none"> <li>• Experience in data analysis and numerical management</li> <li>• BtoB response experience (face-to-face, email, telephone, etc.)</li> <li>• Experience as a team manager or trainer</li> <li>• People who have a passion for customer success</li> <li>• I want to work in a global environment</li> <li>• I want to be involved in services for foreign companies</li> <li>• I want to step up in work using English.</li> <li>• I have no experience, but I want to challenge the IT/WEB industry! be interested!</li> </ul>  |
| English Level       | Fluent (TOEIC 865-)  |
| Japanese Level      | Native Level   |
| Salary              | JPY - Japanese Yen JPY 3000K - JPY 4500K   |
| Salary Description  | <p>[Salary details]</p> <p>Annual income: 3 million yen to 4.2 million yen</p> <p>Monthly salary: 250,000 to 350,000 yen<br/>(Including fixed overtime for 45 hours)</p> <p>Additional wages are paid for overtime work that exceeds fixed overtime hours</p> <p>Salary review: Twice a year</p> <p>Bonus: Semi-annual salary system</p> <p><b>【Welfare】</b></p> <ul style="list-style-type: none"> <li>• Equipped with various social insurance</li> <li>• There is a salary increase</li> <li>• Commuting allowance payment (up to 20,000 yen per month)</li> <li>• Health check (basic items + options for women)</li> <li>• Nursing care leave</li> <li>• Prenatal leave / Childcare leave * Acquisition rate 100% Many achievements for both men and women</li> <li>-Maternity leave follow-up system</li> <li>• Housing allowance</li> <li>• Equipped with a break room and a nap room (rest room)</li> <li>• Free drinks, office convenience stores, etc.</li> <li>• Welcome back system</li> </ul> |
| Holiday Description | <p>2 days a week</p> <p>* Shift work includes weekends and holidays, year-end and New Year holidays, and Golden Week holidays.</p>   |
| Job Contract Period | Employment form: Full-time employee (trial period 6 months)  |
| Nearest Station     | Gotanda, Tokyo   |