

Job Detail

Staff Level

Position Title	Spanish customer support
Recruiter Company	Global Initiative Corporation
Company Name	Company name is private
Activated / Updated	2024-02-16 / 2024-05-09
Job Type	Customer Service - Customer Support Customer Service - Call Centre Manager/SV Customer Service - Other
Industry	
Location	Asia Japan Osaka
Job Description	<ul style="list-style-type: none"> • Response to customer inquiries - Collaborate with each team to answer customer questions and solve problems • Supervision of part-time operators • Other incidental work (translation, etc.)
Company Info	<p>Headquartered in Osaka, more than 60% are global companies from overseas. With the goal of providing a place where everyone in the world can smoothly purchase Japanese products online, we are developing three services that deliver Made in Japan to a large number of customers.</p> <p>Growth has not stopped since the company was founded, and this year we also exceeded our sales forecast by more than 1 billion yen and achieved a growth rate of 177%.</p>
Working Hours	<ul style="list-style-type: none"> • Flex time – core time from 10:00 to 16:00, with lunch up to 2 hours <p>*During training - 9:15-18:15</p> <p>*Fixed work hours are required for the first few months due to OJT.</p>
Qualifications	<ul style="list-style-type: none"> ◆Required skills <ul style="list-style-type: none"> • Native level Spanish • Business level Japanese (JLPT N2 or higher) • Business level English ◆Good skills <ul style="list-style-type: none"> • Work experience at a small to medium-sized company • Working experience at an EC company or customer support experience • Basic knowledge of HTML • Other language skills
English Level	Business Conversation Level (TOEIC 735-860)
Japanese Level	Daily Conversation Level
Other Language1	Spanish(Native Level)
Salary	Depends on experience
Salary Description	<ul style="list-style-type: none"> • Salary increase once a year • Transportation expenses provided (up to 30,000 yen per month) • Overtime pay (paid by the minute) • Employment insurance, national health insurance, workers' compensation insurance • Dress code is business casual (suits not required) • Company events (company trips, drinking parties, etc.) • Language lessons • Qualification acquisition support • Support for club activities • Free drinks

Holiday Description	<ul style="list-style-type: none">• Two days a week (Saturdays and Sundays)• New Year holiday• Implemented 22 days of paid leave from the first year (the number of days increases depending on the number of years worked)• Long-term continuous leave can be taken
Job Contract Period	Contract employee (with regular employee promotion system) ■ About contract employees: All contract employees start and are renewed every 12 months. ■ After working for 3 years, you will be promoted to a full-time employee. (90% of the promotion results from 2017 to 2020 * Excluding self-retirement)