

Job Detail

Staff Level

Position Title	English support for video apps
Staff Company	Sogo Career Option Co., Ltd.
Company Name	Company name is private
Activated / Updated	2024-05-08 / 2024-05-09
Job Type	Customer Service - Customer Support Creative (Media Related) - Creative (Game/Video/Audio)
Industry	Telecommunications/Information Services
Location	Asia Japan Tokyo
Job Description	[English support for video app] We provide end-user support for video apps. Answer user inquiries about the app through chat. <ul style="list-style-type: none">• Respond to inquiries regarding video app login• Support for users whose accounts have been frozen• Support regarding withdrawal of rewards, etc.
Company Info	There is an evaluation system! After six months of assignment, you will have the opportunity to increase your hourly wage from 1,800 yen to a maximum of 2,050 yen per hour! Less overtime! Good work-life balance♪ There are many foreign nationals working here. This is a workplace where you can succeed even if you have no experience! ★You can work in casual clothes! (Jeans and sneakers OK!) ★You can enjoy muted hair colors and simple design earrings and nails♪
Working Hours	[Day shift] 10:00-19:00 (8 hours of actual work) *Working is 5 days a week including Saturdays, Sundays, and holidays. *Overtime is approximately 5 hours per month.
Qualifications	Technical/Humanities/International Business User Support -Japanese level: N1 equivalent -Ability to read and write Japanese -Ability to use honorific business language in Japanese -Ability to understand employment and working knowledge -Business level English (TOEIC 780 or higher, EIKEN Grade Pre-1 or higher, TOEFL 72 or higher, IELTS 5.5 or higher, TEAP 225 or higher) *Ability to obtain one of the following scores *Able to handle relevant tasks such as technical/humanities/international business *Able to work in Japan
English Level	Business Conversation Level (TOEIC 735-860)
Japanese Level	Daily Conversation Level
Hour Salary	JPY - Japanese Yen 1900JPY
Estimated Annual Salary	By employment history and skills
	[Hourly wage] 1,900 yen [Monthly salary example] 315,875 yen *The monthly salary example is calculated based on 5 hours of overtime per month. (Overtime pay of 11,875 yen is included)

Salary Description	<p>*The salary amount and the net amount may differ depending on income tax and municipal tax.</p> <p>[Employee benefits] Social insurance, employment insurance, and workers' compensation insurance Annual paid leave Transportation expenses provided (company regulations apply) Evaluation system available (introduced 6 months after joining the company)</p>
Nearest Station	<ul style="list-style-type: none"> • 1 minute walk from Ikebukuro Station on the JR Yamanote Line • 7 minutes walk from Ikebukuro Station on the Tokyo Metro Fukutoshin Line <p>*Please contact us for details regarding transportation costs.</p>