

## Job Detail

Staff Level

Position Title	[Remote work] Online customer support position for a foreign travel site
Recruiter Company	EPS Consultants LLC
Company Name	Company name is private
Activated / Updated	2024-04-19 / 2024-04-19
Job Type	Customer Service - Customer Support Administrative - International Affairs Customer Service - Telemarketing/Telesales
Industry	Internet Services/ISP (Internet Service Provider)
Location	Asia Japan
Job Description	<p>[Specific job details]</p> <ul style="list-style-type: none"><li>• Respond to customer inquiries via phone, email, and chat.</li><li>• Coordinate with overseas accommodation facilities and airlines according to the customer's situation and requests.</li><li>• Data input into internal system</li><li>• Creating reports for service improvement</li><li>• Communication with internal teams overseas</li></ul> <p>Although you will mainly be dealing with Japanese customers, you will be required to use English when communicating with overseas accommodation facilities and airline companies. We have a thorough education system in place to carry out our work, including training and work manuals, so don't worry if you are new to the job or have little work experience in English.</p>
Company Info	We will be responsible for responding to inquiries from customers who make reservations for airline tickets, accommodation, rental cars, etc. through the site. Our job is to deliver a comfortable travel experience to our customers, not only at the time of purchase, but also by providing support for any troubles or concerns they may have during their trip.
English Level	Daily Conversation Level (TOEIC 475-730)
Japanese Level	Native Level
Salary	JPY - Japanese Yen JPY 3000K - JPY 4000K