Job Detail

Staff Level

Position Title	Customer Service Specialist
Recruiter Company	Tech Alliance KK
Company Name	Company name is private
Activated / Updated	2024-04-10 / 2024-05-08
Job Type	Hospitality Business Specialists - Travel Industry Related Customer Service - Customer Support
Industry	Tourism/Hotels, Lodging/Restaurant, Food Services
Location	Asia Japan Tokyo
Job Description	As a customer service specialist, you will: • Communicate with customers via phone, email, chat, or social media • Identify customer needs and offer solutions or recommendations • Escalate complex or urgent cases to the appropriate team or manager • Document customer interactions and feedback in our CRM system • Follow up with customers to ensure their issues are resolved • Maintain a high level of professionalism and empathy • Stay updated on our products, services, and policies To be a successful customer service specialist, you will need: • Minimum 3+ years of experience in Customer Service Specialist or similar roles • Proven experience in a customer service role, preferably in a similar industry • Experience with GDS systems if preferred • Excellent communication and interpersonal skills • Ability to handle multiple tasks and prioritize effectively • Problem-solving and critical thinking skills • Proficiency in MS Office and CRM software • A positive and customer-oriented attitude • A bachelor's degree in a relevant field or equivalent work experience • Native Japanese with Fluent English
Company Info	A global OTA group
English Level	Business Conversation Level (TOEIC 735-860)
Japanese Level	Native Level
Salary	JPY - Japanese Yen JPY 3500K - JPY 5500K
Salary Description	WLB: Fully remote chance after Training Session Annual Leave + Sick Leave : 24 Days Location: Hatchobori , Central Tokyo Working Environment: 70% Female, limited OT and no weekend work, fully bilingual with diversity.
Job Contract Period	Hiring full time position