

Job Detail

Staff Level

Position Title	Safety Specialist - FULL REMOTE
Recruiter Company	Michael Page International Japan K.K./マイケル・ページ・インターナショナル・ジャパン株式会社
Company Name	Company name is private
Activated / Updated	2024-05-02 / 2024-05-02
Job Type	Customer Service - Customer Support
Industry	Tourism/Hotels, Lodging/Restaurant, Food Services
Location	Asia Japan
Job Description	<p>The Safety Specialist position entails fostering community engagement, crisis management, and implementing effective safety policies within a fully remote setting in Japan. The ideal candidate must have a minimum of 1 year of experience in cabin crew, contact center customer service, or hospitality, with native-level proficiency in Japanese and business-level proficiency in English.</p> <p>Description</p> <p>*</p> <p>Community Engagement: Establish and maintain strong relationships with community members, team members, and key stakeholders to understand and ramp up core work effectively.</p> <p>*</p> <p>Crisis Management: Recognize case types and severity, de-escalate crises, and manage emotions to ensure a safe and supportive environment.</p> <p>*</p> <p>Policy Implementation: Fully understand and implement internal policies, working closely with the Safety Lead to develop and enhance them as needed.</p> <p>*</p> <p>Process Improvement: Collaborate with the Safety Lead to develop and enhance internal policies, processes, and tools for improved safety measures.</p> <p>*</p> <p>Metrics-Driven Performance: Ensure performance is measured through relevant metrics, making data-driven decisions to enhance safety protocols.</p> <p>*</p> <p>Case Management: Handle cases with varying complexities involving safety concerns, utilizing trauma-informed methodology and best practices.</p> <p>*</p> <p>Emergency Planning: Implement emergency plans and communicate them effectively and sensitively to individuals in need of support.</p> <p>*</p> <p>Collaboration: Summarize incidents, collaborate with various support teams, and keep key stakeholders informed about safety-related matters.</p> <p>*</p> <p>Confidentiality: Maintain high levels of confidentiality while conducting investigations and handling sensitive information.</p> <p>Profile</p> <p>*</p> <p>Minimum 1 year of experience in cabin crew, customer service in a contact center, or hospitality.</p> <p>*</p>

	<p>Native-level proficiency in Japanese and business-level proficiency in English. *</p> <p>Ability to work under pressure and quick decision making when faced with conflicting demands *</p> <p>Humanitarian work or working experience with populations who have experienced various types of trauma will be a bonus *</p> <p>University Degree and/or 3+ years relevant experience *</p> <p>Excellent time management, negotiation and conflict resolution skills *</p> <p>Passion for innovation with a 'work smarter', solution and action oriented mindset</p> <p>Job Offer</p> <ul style="list-style-type: none"> * Full-remote role anywhere in Japan * Usage of English up to 70% * Equity share * Work from home allowance * Work any where in the world for 90 days * Japan Holidays <p>To apply online please click the 'Apply' button below. For a confidential discussion about this role please contact Michelle Rosette on +813 6832 8698.</p>
Company Info	Global Accommodation Provider Company
English Level	Business Conversation Level (TOEIC 735-860)
Japanese Level	Native Level
Salary	JPY - Japanese Yen JPY 4500K - JPY 6000K