

## Job Detail

Staff Level

Position Title	[Customer Support] Operate the Sukima Byte app! <Remote OK> <120 days or more annual holidays>
Recruiter Company	INBOUND TECHNOLOGY CO.,Ltd /インバウンドテクノロジー株式会社
Company Name	Company name is private
Activated / Updated	2024-05-06 / 2024-05-16
Job Type	Customer Service - Customer Support Customer Service - Call Centre Manager/SV Customer Service - Telemarketing/Telesales
Industry	IT - Other
Location	Asia Japan Tokyo
Job Description	<p>☆☆Five years have passed since the service was released, and the number of users has exceeded 5 million! ☆☆</p> <p>We are developing the Sukima Byte app business with the mission of "creating an infrastructure that expands life's possibilities through 'work'!" We are currently looking for someone to be in charge of customer support!</p> <p>&lt;Specific duties&gt;</p> <ul style="list-style-type: none"> <li>Monitoring and scoring of inquiry response quality</li> <li>Monitoring and feedback after scoring</li> <li>Feedback using teaching/coaching</li> <li>Coordination with operations manager after feedback</li> <li>Management of team members</li> </ul>
Company Info	<p>☉Remote work possible!</p> <p>☉We have a comprehensive welfare program!</p>
Working Hours	10:00-19:00 (1 hour break)
Qualifications	<p>[Required requirements]</p> <ul style="list-style-type: none"> <li>Passionate about "nurturing and growing people"</li> <li>Sympathy for vision, mission, and values</li> <li>Over 1 year of SV experience in a customer support organization Those who have experience in quality control such as QC/QA/monitoring feedback</li> </ul> <p>[Welcome requirements]</p> <ul style="list-style-type: none"> <li>Both toB and toC CS/call center experience</li> <li>Team management experience</li> </ul>
Japanese Level	Fluent(JLPT Level 1 or N1)
Salary	JPY - Japanese Yen JPY 4500K - JPY 7000K
Salary Description	<p>&lt;Employee stock ownership plan&gt; A system that allows employees to purchase company stock (*requires membership in a stock ownership association)</p> <p>&lt;Book purchase&gt; Company purchases books necessary to deepen industry knowledge</p> <p>&lt;Seminar cost subsidy&gt; Subsidy for seminar participation fees necessary for work</p> <p>&lt;Shuffle lunch expense subsidy&gt; Subsidize meal costs for inter-department shuffle lunch once a week</p> <p>&lt;Club activities&gt; Subsidize expenses according to activities so that people can interact through hobbies etc.</p> <p>&lt;Team building&gt; You can use a fixed budget as you like to activate team communication.</p> <p>&lt;Wedding gift money&gt; Providing congratulatory money to married employees</p>

Job Contract Period	Full-time employment
Nearest Station	Shinbashi Station

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