

## Job Detail

Entries Level

Position Title	No experience necessary! [Customer Service Associate]
Recruiter Company	RLink Partners Inc.
Company Name	Company name is private
Activated / Updated	2024-05-13 / 2024-05-13
Job Type	Administrative - Other Customer Service - Customer Support Customer Service - Telemarketing/Telesales
Industry	IT - Other
Location	Asia Japan Tokyo
Job Description	<p>Job description:</p> <ul style="list-style-type: none"> <li>- Support customer success for client companies' SaaS products</li> <li>- Response to user inquiries via phone, chat, and email</li> <li>- Understand users' true needs, make optimal proposals, and contribute to the success of companies that introduce SaaS</li> <li>- Provide Japanese support to Japanese users who use foreign payment services, and create internal materials in English</li> <li>- Sincerely respond to approximately 10 inquiries per day and increase engagement</li> </ul> <p>Rewarding aspects of the job:</p> <ul style="list-style-type: none"> <li>- Acquire operational knowledge of advanced SaaS and improve proposal capabilities to customers</li> <li>- Improve your own insight and skills by working with companies and services in a variety of industries</li> <li>- Keep up with the speed of client product updates, leading to self-growth</li> </ul> <p>Job highlights:</p> <ul style="list-style-type: none"> <li>- Global environment with English-Japanese bilingual team members from over 15 countries</li> <li>- Work in a team that has high customer satisfaction and is recognized worldwide</li> <li>- Play a part in a world-leading SaaS company and contribute to the success of client companies</li> </ul>
Company Info	Our current focus is on helping innovative startups grow by facilitating customer success. It is well known that many startups miss out on growth opportunities due to constraints on talent and expertise. Our efforts are in connecting services and users by supporting startups with customer success, which is perfectly aligned with our mission. We believe that we can contribute to the sustainable growth of the Japanese economy by supporting the growth of startups. Therefore, we aim to be the top partner in supporting customer success.
Working Hours	09:00 - 18:00
Qualifications	<p>Requirements</p> <ul style="list-style-type: none"> <li>- Japanese skills: Business level</li> <li>- English skills: Business level</li> <li>- Business PC skills and IT literacy</li> </ul> <p>Preferred Experiences</p> <ul style="list-style-type: none"> <li>- Experience in data analysis and numerical management</li> <li>- Call center experience - Team management and training experience</li> </ul> <p>We are looking for</p> <ul style="list-style-type: none"> <li>- Ability to tackle complex problems with logical thinking</li> </ul>
English Level	Business Conversation Level (TOEIC 735-860)
Japanese Level	Business Level(JLPT Level 2 or N2)

Chinese Level	None
Salary	Depends on experience
Salary Description	Social Insurance Commuting/ Transportation Allowance Education/ Training
Holiday Description	Five-Day Workweek Paid Holidays Sick Leave
Job Contract Period	full-time employee
Nearest Station	Gotanda Station

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