

## Job Detail

Staff Level

Position Title	Customer Service with global medical company
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	2024-05-13 / 2024-05-13
Job Type	Customer Service - Customer Support
Industry	Medical/Healthcare Services
Location	Asia Japan Tokyo
Job Description	<p>This position handles service requests and complaints from customers (users, nurses, distributors, etc.) over the phone and works with relevant departments to provide appropriate resolutions and responses.</p> <p>Description</p> <ul style="list-style-type: none"><li>Acquire up-to-date knowledge related to our products 自社製品に関連する最新の知識を身に付ける</li><li>Respond to service requests, inquiries, and complaints from a variety of customers over the phone 様々な顧客からの電話によるサービス依頼、問合せ、クレームに対応する</li><li>Collaborate with relevant departments within the company to provide appropriate solutions and responses to customers. 社内の関連する部門と協力し、顧客に適切な解決策、及び回答を提供する</li><li>Ensure proper entry of customer information into the company's customer system. 顧客からの情報を自社顧客システムに適切に入力する</li></ul> <p>Profile</p> <ul style="list-style-type: none"><li>Number of Overall Years Necessary: 8-12 8年以上の社会人経験</li><li>Answering customer phone calls 顧客からの電話への対応</li><li>Group Leader experience グループリーダーの経験</li><li>Working experience in Healthcare is preferred 医療業界の経験があれば望ましい</li></ul> <p>Job Offer</p> <p>Office location: Tennozu Isle (need to work in the office 3x per week) Salary: Flexible at the moment, they want to be competitive Team size: 6 full-time members and 3 temporary workers</p>
Company Info	<p>My client is an independent, employee-owned company that develops, manufactures, and markets healthcare products and services worldwide. They offer advanced medical products for Ostomy Care. They also provide innovative healthcare programs and services, as well as educational materials for patients and healthcare professionals.</p>
English Level	Daily Conversation Level (TOEIC 475-730)
Japanese Level	Native Level
Salary	JPY - Japanese Yen JPY 4000K - JPY 7000K