

求人情報

スタッフレベル

ポジション名	Safety Specialist - FULL REMOTE
この求人情報の取扱い会社	マイケル・ページ・インターナショナル・ジャパン株式会社/Michael Page International Japan K.K.
企業名	会社名非公開
掲載開始・更新	2024-05-02 / 2024-05-02
職種	カスタマーサービス - カスタマーサービス/カスタマーサポート
業種	旅行・ホテル・レジャー・外食
勤務地	アジア 日本
仕事内容	<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> <ul style="list-style-type: none"> * Community Engagement: Establish and maintain strong relationships with community members, team members, and key stakeholders to understand and ramp up core work effectively. * Crisis Management: Recognize case types and severity, de-escalate crises, and manage emotions to ensure a safe and supportive environment. * Policy Implementation: Fully understand and implement internal policies, working closely with the Safety Lead to develop and enhance them as needed. * Process Improvement: Collaborate with the Safety Lead to develop and enhance internal policies, processes, and tools for improved safety measures. * Metrics-Driven Performance: Ensure performance is measured through relevant metrics, making data-driven decisions to enhance safety protocols. * Case Management: Handle cases with varying complexities involving safety concerns, utilizing trauma-informed methodology and best practices. * Emergency Planning: Implement emergency plans and communicate them effectively and sensitively to individuals in need of support. * Collaboration: Summarize incidents, collaborate with various support teams, and keep key stakeholders informed about safety-related matters. * Confidentiality: Maintain high levels of confidentiality while conducting investigations and handling sensitive information. <p>Profile</p> <ul style="list-style-type: none"> * Minimum 1 year of experience in cabin crew, customer service in a contact center, or hospitality. * Native-level proficiency in Japanese and business-level proficiency in English. * Ability to work under pressure and quick decision making when faced with conflicting demands * Humanitarian work or working experience with populations who have experienced various types of trauma will be a bonus * University Degree and/or 3+ years relevant experience

	<p>*</p> <p>Excellent time management, negotiation and conflict resolution skills</p> <p>*</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>
企業について(社風など)	Global Accommodation Provider Company
英語能力	ビジネス会話 (TOEIC 735-860)
日本語能力	ネイティブレベル
年 収	日本・円 450万円 ~ 600万円