

Customer Service Agents – Japanese Speakers with fluent English

Our Customer Service Agents are strong team players who are passionate about putting the customer first. We strive to deliver a best in class customer service experience and we are looking to expand our team to support a new opportunity for our customers in Japan.

Roles & Responsibilities

- Handle incoming customer interactions via telephone, e-mail or chat
- Provide information about products with the aim of identifying opportunities to process sales for new customers and up sell / cross sell to existing customers
- Process return/refunds, cancellations, delivery enquiries and customer complaints.
- Log all information accurately on the customer CRM system for each interaction
- Resolve customer issues, troubleshooting product issues, handling medical complaints
- Where unable to resolve customer issues, escalate using customer escalation process. Retain ownership of customer issue through to closure
- Identify opportunities for improving processes
- Participate in weekly team meetings

Requirements

- Native Japanese speaker with fluent English.
- Knowledge of the Japanese market and associated customer service expectations preferred
- Excellent communication and writing skills
- Excellent customer service skills
- Ability to work independently and proactively
- Good problem solving skills
- Excellent interpersonal and planning skills.
- Strongly team-focused
- Strong documentation skills and the ability to compose written correspondence to a professional standard
- Good listening skills and extreme attention to detail
- Proficient skills in MS Outlook, Word, Excel, PowerPoint, CMS, etc.
- **This role will be supporting customers in Japan so will require cover during traditional Japanese business hours.**

Key Performance Indicators:

- Customer specific targets
- Product and process knowledge
- Attendance and punctuality
- Quality of ticket management
- Call, email & chat handling