

## Customer Service Representative

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Location: Higashishimbashi Tokyoshiodomebirud

Category: other-general

TokyoTech Co., Ltd. is hiring a Customer Service Representative to assist customers with inquiries and provide exceptional service. Roles and Responsibilities: Respond to customer inquiries via phone, email, or chat. Provide information about products/services and resolve customer issues. Escalate complex cases to appropriate departments. Maintain accurate records of customer interactions. Requirements Qualifications: Fluency in Japanese and English (spoken and written). Excellent communication and interpersonal skills. Previous experience in customer service preferred. Skills: Problem-solving, patience, empathy, multitasking, conflict resolution. Benefits Full-time position, typically 40 hours per week, including some evenings and weekends for customer support.

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