**Japanese Speaking Customer Account Advisor**

We are a well-established international telecoms company based on Cannock Chase.

We are seeking a Japanese speaking Customer Account Advisor to assist our expat customers, living in Japan, with our newly launched pre-paid Japanese debit card.

You will be assisting customers with sales, support and billing enquires via email, live chat and the occasional phone call. Previous customer service experience is not essential, but you must enjoy helping customers, have excellent problem solving and communication skills, and have a passion to learn new things.

As this role is for a new venture within our company we are looking for someone who will be involved from the beginning to assist with research and development and also play a major role in driving the product forward to build a strong and happy customer base.

You will need to be fluent in both English & Japanese and have good IT skills.

The hours are 7am to 3.30pm Monday to Friday.

Full driving licence and own transport is essential due to location.

If you think this sounds like the position for you, please apply now.

***When applying please tell us a bit about yourself! What are your hobbies? What makes you tick? We want to get to know you, before we get to know you!***

Job Type: Full-time

Salary: From £21,000.00 per year

Benefits:

* Casual dress
* Company pension
* Cycle to work scheme
* Free parking
* On-site parking
* Sick pay

Schedule:

* Monday to Friday

Ability to commute/relocate:

* Hednesford: reliably commute or plan to relocate before starting work (required)

Language:

* Japanese (required)

Work authorisation:

* United Kingdom (required)

Work Location: In person

Application deadline: 31/05/2023

Reference ID: JPMOBPAY030523