

Customer Care Professional - Native Japanese Speaker

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Company: American Express

Location: New South Wales

Category: Other-General

****Description**** ****You Lead the Way. We've Got Your Back.**

****** With the right backing, people and businesses have the power to progress in incredible ways. When you join Team Amex, you become part of a global and diverse community of colleagues with an unwavering commitment to back our customers, communities and each other.

Here, you'll learn and grow as we help you create a career journey that's unique and meaningful to you with benefits, programs, and flexibility that support you personally and professionally. At American Express, you'll be recognized for your contributions, leadership, and impact—every colleague has the opportunity to share in the company's success.

Together, we'll win as a team, striving to uphold our company values and powerful backing promise to provide the world's best customer experience every day. And we'll do it with the utmost integrity, and in an environment where everyone is seen, heard and feels like they belong.

Join #TeamAmex and let's lead the way together. As a Customer Care Professional, you will provide exceptional service to our corporate clients.

You will handle a diverse range of enquiries from our Japanese clients via phone or email

and deliver effective, timely solutions. We will provide you with the comprehensive training and support to see you become a Subject Matter Expert in this field.

You will support our clients with system & platform, reconciliation, payment, statement issues, coaching and/or re-educating our corporate clients on AMEX processes such as raising requests forms, changing company details and Membership Reward points **Your responsibilities will also include:** + Ensuring all corporate clients receive World Class Customer Service + Monitoring and prioritizing workflows to ensure service-level agreements are met + Liaising with internal teams to coordinate any aversions or complex issues + Liaising with Program Administrators, authorized signers + Supporting projects and provide operational level of data for management to review + Perform ad hoc tasks to assist urgent client requirements and internal project requests * Resolve escalation and urgent enquiries**Skills and experience:**+ Native Japanese language + Call Centre or Customer Service experience + Proactive, passionate, and skilled in the art of relationship building + Problem solver, you need to be confident enough to seek out the solution + Microsoft office working knowledge (advanced) + Time management skills and ability to manage own priorities + Ability to maintain composure under pressure in a demanding environmentOur Program Administrator Customer Care Professional teamwork in accordance to the Japanese working calendar and time zone. The working hours of this role will be Monday – Friday, 11-7pm (Summer) and 10-6pm (Winter).

You will be expected to work on Australian Public holidays, with the allowance to take annual leave on Japanese holidays. **Qualifications** Offer of employment with American Express is conditioned upon the successful completion of a background verification check, subject to applicable laws and regulations.

Job: Customer Service **Primary Location:**Australia-New South Wales-Sydney

Schedule Full-time **Req ID:** 22031810

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 3. **Customer Care Professional - Native Japanese Speaker Jobs New South Wales** ↗
 4. **Customer Care Professional - Native Japanese Speaker Jobs New South Wales** ↗
 5. **Customer Care Professional - Native Japanese Speaker Jobs New South Wales** ↗
 6. **Customer Care Professional - Native Japanese Speaker search New South Wales** ↗
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