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https://www.lankatalents.lk/job/japanese-customer-support-agent-2/

Japanese Customer Support Agent

Hiring organization
Lanka Talents Creations (Pvt) Ltd

Industry
Sales / Trading

Employment Type
Full-time

Job Location
Colombo 9 , Orion City, Colombo 09

Valid through
16.05.2026

Description

We are currently seeking dynamic and motivated individuals to join our team as Japanese Customer Support Agents for our company. This is an excellent opportunity for candidates who are fluent in Japanese and passionate about delivering outstanding customer service.
As a Japanese Customer Support Agent, you will be responsible for handling customer inquiries, resolving issues efficiently, and maintaining a high level of customer satisfaction through professional communication.

Responsibilities

Customer Interaction:
• Handle customer inquiries in Japanese.
• Respond promptly, accurately, and professionally to customer requests.

Issue Resolution:
• Resolve customer issues efficiently and escalate complex problems to higher support levels.

Knowledge Management:

• Maintain up-to-date knowledge of products, services, and policies.
• Provide feedback to management on common customer issues and potential improvements.

Quality and Reporting:

• Meet or exceed performance metrics

Job Benefits

Attractive Salary Packages + Sales Commissions

Qualifications

- Language Skills:
- Fluent in Japanese (native or near-native level) and English.
- Excellent verbal communication skills in Japanese.

Experience

- No Experience required, Training provided (Any experience in a similar field would be an added advantage)
  Soft Skills.
- Strong problem-solving and analytical skills.
- High level of patience and professionalism.
- Ability to work under pressure and meet targets.
- Strong interpersonal and team collaboration skills.

Contacts

*Interested candidates are invited to send their **updated CV** to:*
dinithi@lankatalents.lk

For inquiries, please contact: **070 500 2151**