

### **About our Client:**

Our client is an automobile maintenance company that has been in business for 52 years. Based in Sapporo, six stores are operated by about 80 automotive professionals who support each other like a family. The feature is that we have a system that can provide one-stop support for all aspects of your car life, from car purchase to leasing, automobile insurance, vehicle inspection and maintenance, repairs, and response in the event of an accident. As a company involved in automobiles and a company that is useful to our customers, we will grow together with Hokkaido for an exciting future.

### **Requirement:**

Our client is hiring **Automobile Service & Customer Support Associate** as a part of their Service & maintenance department. Given below are the specifications pertaining to requirements and benefits.

<b>Queries</b>	<b>Response</b>
<b>Job Location</b>	<b>JAPAN</b>
<b>Workplace</b>	<ul style="list-style-type: none"> <li>• One of the factories in Sapporo City (Hokkaido Prefecture where is the northernmost part of Japan)</li> <li>• This is a beautiful area in Japan – A Bit colder and known for Winter Festivals</li> </ul>
<b>Category or Trade</b>	<b>Automobile Service &amp; Customer Support Associate</b>
<b>No. of Openings</b>	<b>20</b>
<b>Min. Required Experience</b>	Hands-on (practical) experience in car repair and maintenance is NOT mandatory, but is a Bonus point
<b>Required Qualification</b>	<ul style="list-style-type: none"> <li>• A graduate or engineering degree in automobile maintenance from a recognized college or university in India or globally.</li> <li>• Graduate / Engineer from Mechanical Engineering, Precision Machinery, Construction Machinery, Mechanical Electrical Engineering, Electrical Engineering, Electronics, Automotive Engineering, Automotive Maintenance.</li> <li>• Preferred from Automotive background – higher chances of selection</li> <li>• Decent Communication Skills</li> </ul>
<b>Age Limit</b>	Below 30 Years
<b>Monthly Salary</b>	200,000 Japanese Yen
<b>Duty Hours</b>	Fixed: 8:30 AM – 5:30 PM daily, with a 75-minute break
<b>Average Overtime</b>	20 hours per month (Overtime hours are compensated at a rate of 125% of the employee's regular hourly wage OR the company policy whichever is applicable)
<b>Working Days</b>	<ul style="list-style-type: none"> <li>• Two days off per week</li> <li>• Wednesday is a fixed holiday; others are based on shifts.</li> <li>• 8~10 days off per month</li> </ul>
<b>Annual Holidays</b>	105 days a year
<b>Number of Paid Vacation</b>	10 days for the first year, after 6 months of the employment
<b>Housing Assistance</b>	Employer will assist in finding; however, candidate has to pay for Accommodation
<b>Commuting allowance</b>	up to 15,000 Yen/month on submission of bills
<b>Insurance Coverage</b>	<ul style="list-style-type: none"> <li>• Welfare Pension</li> <li>• Employment Insurance</li> <li>• Health Insurance</li> <li>• Workers' Compensation Insurance</li> </ul>
<b>Contract Period</b>	The candidate shall be on a Contract period for 1 year, and based on his performance, he may be confirmed on Full Time Employment after 1 year
<b>Probation period</b>	3 months
<b>Salary Increments</b>	Once a year in October (depends on the performance of the candidate)

<b>Bonus</b>	<ul style="list-style-type: none"> <li>• This is over and above the monthly salary.</li> <li>• Bonus is usually paid Twice a year (July and December) *2023 average bonus was equivalent to 2.5 months' salary.</li> <li>• Bonus payment depends on the joining date (Pro-rata bonus), individual performance in the company and the overall Company's performance.</li> </ul>
<b>Relocation allowance</b>	100,000 Yen is paid at the time of the first paycheck. (However, if the employee resigns within six months of joining the company, he needs to refund back this relocation assistance.)
<b>Criteria for becoming Full time employee</b>	One of the main aspects is to achieve the level of N4 Japanese within 1 year after joining the firm, apart from overall performance etc
<b>Language Required</b>	<b>The candidate must have N5 Japanese language proficiency before joining the employer in Japan</b>
<b>Japanese language training duration</b>	3 Months (the candidate must study N5 in India)
<b>Japanese language course fee</b>	INR 30,000/- + applicable taxes
<b>Visa process fee</b>	The candidate will bear this cost.
<b>Joining air ticket</b>	Joining Ticket Amount will be reimbursed by employer after joining
<b>Job Responsibilities</b>	<ul style="list-style-type: none"> <li>• This job will play a crucial role in maintaining vehicle safety and performance, with responsibilities ranging from simple maintenance tasks to complex diagnostic and repair work.</li> <li>• The job requires a blend of technical knowledge, practical skills, and a good understanding of the latest advancements in vehicle technology, with a willingness to learn further.</li> <li>• The job primarily involves Car / Automobile Maintenance jobs, however In addition, the candidate will also be involved in the Customer Support Management team that involves managing the Customer Visits and interacting with them, assisting in the Sales Support and Marketing activities for the Customer.</li> </ul>
<b>Service Maintenance tasks</b>	<ul style="list-style-type: none"> <li>• Perform thorough inspections to identify issues in vehicle systems, including engines, transmission, brakes, and electrical components.</li> <li>• Test drive vehicles to diagnose mechanical and electronic issues.</li> <li>• Repair or replace malfunctioning parts such as engines, transmissions, brakes, steering systems, and exhaust components.</li> <li>• Perform routine maintenance, including oil changes, tire rotations, and fluid replacements.</li> <li>• Repair electrical systems, including batteries, alternators, lights, and wiring.</li> <li>• Conduct repair work on air conditioning systems, cooling systems, and fuel systems.</li> <li>• Perform regular inspections and preventive maintenance to avoid breakdowns and prolong vehicle life.</li> <li>• Recommend and implement scheduled services like fluid checks, filter replacements, and battery servicing.</li> <li>• Operate hand tools, power tools, and specialized diagnostic equipment.</li> <li>• Use lifts, jacks, and hoists to safely repair and maintain vehicles.</li> <li>• Conduct safety inspections to ensure vehicle compliance with legal and performance standards.</li> </ul>