



Michael Page

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Repair Service Center Staff for Multinational Insurance

Repair Service Center Staff - Insurance

Job Information

Recruiter

Michael Page

Job ID

1485192

Industry

Insurance

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

6 million yen ~ 7.5 million yen

Refreshed

July 4th, 2024 10:01

General Requirements

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

Native

Minimum Education Level

Bachelor's Degree

Visa Status

Permission to work in Japan required

Job Description

As the Repair Service Center Staff, you will be handling the operations of the BPO call center (B2C) that is in charge of taking customers inquiries related to the warranty of the purchased products.

Client Details

Our client is a multinational insurance corporation

Description

As the Repair Service Center Staff, you will be handling the operations of the BPO call center (B2C) that is in charge of taking customers inquiries related to the warranty of the purchased products. The main responsibilities involve:

- Communicating with the BPO manager about ways to improve the center operations including handling of KPIs, providing updated/new FAQs materials, manuals and talk scripts
- Handling some escalated inquiries from the BPO (2 a day at most)

- Establishing the outbound version of the call center to handle the following: Following up with customers about previous purchases; Checking for survey completion; etc.

Job Offer

- Leadership-driven job scope and career path

To apply online please click the 'Apply' button below. For a confidential discussion about this role please contact Davide Capretta at +81 3 6832 8675.

Required Skills

The Team in Tokyo is looking for candidates with a passion for improving the operations of a call center, and ideally with the following strengths / experiences:

- Customer Service experience including handling phone calls (big plus if outbound)
- Experience in creating call center FAQs, talk scripts, etc.
- PC skills: WORD, EXCEL, Power Point
- University degree
- Native level of Japanese
- Good level of English would be a plus

With some degree of flexibility about the above, if you think you have the right set of skills for the job, the company would love to hear from you.

Company Description

The company is a multinational insurance corporation