

**MichaelPage**

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Team Manager for Concierge Company in Tokyo!

Customer Service Team Manager in Tokyo

Job Information

Recruiter

Michael Page

Job ID

1486104

Industry

Bank, Trust Bank

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

4.5 million yen ~ 6.5 million yen

Refreshed

July 12th, 2024 16:18

General Requirements

Career Level

Mid Career

Minimum English Level

Fluent

Minimum Japanese Level

Native

Minimum Education Level

Bachelor's Degree

Visa Status

Permission to work in Japan required

Job Description

The Team Manager will oversee 5-10 staff members, providing day-to-day management and coaching to drive performance and foster a positive work environment. Responsibilities include organizing shifts, conducting 1:1 coaching sessions, managing operations, and cultivating team morale and culture.

Client Details

Global Concierge Company.

Description**Responsibilities:**

- Provide day-to-day team management, ensuring organization for shifts, planning allocation, and homepage management.
- Conduct 1:1 support and coaching sessions, focusing on performance and development, with regular appraisals and ad-hoc catch-ups.
- Manage other areas of operations including Quality Assurance (QA) and complaints handling.

- Oversee team attendance, return to work meetings, overtime planning, and sign-off.
- Support and drive career development plans for each employee.
- Conduct business analysis using tools like Tableau to identify root causes and plan solutions.
- Cultivate team morale and culture through praise, support, recognition, and encouragement.

Job Offer

Benefits:

- Hybrid work environment upon passing probation
- International work environment.
- Work from anywhere in the world: Up to 2 months, with a maximum of 4 weeks per occasion, can be taken twice a year.
- Paid holidays: 10 days per year.
- Fifth-year milestone: 1 month holiday.
- Work from home allowance: Additional 9,000 JPY monthly.

To apply online please click the 'Apply' button below. For a confidential discussion about this role please contact Michelle Rosette on +813 6832 8698.

Required Skills

- Minimum 1 year people management experience in any customer facing role.
 - Experience in KPI management, coaching and/or training
 - Native level in Japanese and Fluent in English
 - Amenable to work in Shiftwork including weekends.
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Company Description

Team Manager for Concierge Company