



MichaelPage

www.michaelpage.co.jp

Customer Success Manager - Escalation

Customer Success Manager

Job Information

Recruiter

Michael Page

Job ID

1486868

Industry

Tourism

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

4.5 million yen ~ 6 million yen

Refreshed

July 19th, 2024 14:54

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

You will ensure top-tier support for members who express dissatisfaction or give a detractor score in our NPS survey. You will oversee complaint management, guiding senior team members, Team Managers, and related roles through quality assurance, coaching, and training programs. Your success will be measured by reducing personal escalations, minimizing refunds and gestures, and increasing member retention post-resolution.

Client Details

Global Travel Concierge company

Description

- Actively and openly receive new complaints allocated by Managers, VoC team / Feedback Inbox, and manage these through to conclusion.
- Take ownership of and successfully resolve complaints and escalated complaints as per the company and Corporate Service Level Agreements (SLAs).
- Maintain complete understanding and knowledge of corporate client SLAs and service deliverables.
- Accurately record all complaints owned before the third working day of the following month.
- Learn from member complaints and use this feedback to enhance our service delivery.

- Propose enhancements to complaint handling processes and efficiencies.
- Be available on phone and email to receive urgent complaints and escalations raised by our members.
- Monitor and support complaint management processes.
- Guide senior team members and Team Managers through quality assurance processes.
- Develop and implement effective coaching and training programs.
- Monitor and report on key success metrics: personal escalations, refunds, gestures, and member retention.

Job Offer

- **Type:** Permanent, Full-time (6 months' probation)
- **Work Schedule:** 10AM-7PM, shift days (Monday to Friday, Tuesday to Saturday, etc.)
- **Work from Home:** Eligible 2x per week upon passing probation
- **Salary:** 4M-6M JPY (depending on overall experience)

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

Requirements:

- Native level proficiency in Japanese and fluency in English
 - Experience in both B2B and B2C environments
 - Proven experience in handling complaints and escalations in a contact center or in-house center
-

Company Description

Customer Success Manager up to 6M JPY!