



「プロだからわかる、あなたのスキルが活躍の場所」
60以上の業界・職種に特化した専門チームがサポート

Robert—
—Walters

【英語を活かす】CRCオペレーションスーパーバイザー/ CRC Operations Supervisor

ぜひたく品メーカーにて、CRCオペレーションスーパーバイザーの求人がございます。

Job Information

Recruiter

Robert Walters Japan (ロバート・ウォルターズ)

Hiring Company

ぜひたく品メーカー

Job ID

1487358

Industry

Apparel, Fashion

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

5 million yen ~ 7 million yen

Work Hours

お問い合わせください

Holidays

完全週休2日制, 土日祝日休み, 有給休暇

Refreshed

August 23rd, 2024 07:00

General Requirements

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

Business Level

Minimum Education Level

Bachelor's Degree

Visa Status

Permission to work in Japan required

Job Description

An international luxury goods company is looking for a CRC Operations Supervisor. The selected candidate will direct CRC Operations, optimising processes and fostering collaboration for goal achievement.

A group with a large impact in the luxury goods industry, this European company operates many prestigious, internationally recognised brands. Operating a stable branch of operations in Japan, this company is set to continue enjoying both domestic and international success.

Keywords:

カスタマーサービス, サポート, コミュニケーション, 接客, 求人, 外資系

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Responsibilities:

- Establish strategy and goals for CRC Operations team, leveraging insights and market trends
- Review frontline workflows for efficiency and effectiveness, implementing improvements as needed
- Develop systems for efficient information sharing within CRC
- Manage documentation of business processes and operational flows
- Lead CRC projects in collaboration with relevant parties
- Supervise Operations team to achieve objectives

Requirements:

- More than 3 years of experience in project management or coordination in operations or relevant fields
- Experience in people or team management
- Prior experience in operation management or project management in a call center is preferred
- Proven experience in global companies is ideal
- Understanding of Operation Management (Six Sigma)
- Proficient in MS Office Suite
- Business level Japanese and English

Company Description

We've been a driving force in the Japanese bilingual recruitment market, providing high quality candidates for our clients and access to the best jobs for over 20 years. We operate a team-based profit share system which, we believe, sets us apart from the majority of competitors by enabling us to always put the interests of our clients and candidates first. That means we can find the best fit for employer and job seeker, and we never push people into unsuitable roles.