



【1000～1300万円】CHIEF OF STAFF（Japan Site Lead）

米国に本社を置く世界で200 000人の従業員を誇る世界有数のBPOサービス企...

Job Information

Recruiter

JAC Recruitment Co., Ltd.

Hiring Company

米国に本社を置く世界で200 000人の従業員を誇る世界有数のBPOサービス企業

Job ID

1487832

Industry

Temp Agency, Outsourcing

Company Type

International Company

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

10 million yen ~ 13 million yen

Work Hours

09:00 ~ 17:45

Holidays

【有給休暇】初年度 10日 3か月目から 【休日】完全週休二日制 ■土日祝 ■夏季・年末年始休暇 ■有給休暇 ■その他、特別休...

Refreshed

August 1st, 2024 15:08

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

【求人No NJB1041482】

●概要

グーグル、アップル、アマゾン、マイクロソフト、等大手グローバル企業のカスタマーサポートプロジェクト。

●CHIEF OF STAFF（Japan Site Lead）【～1250万+Profit sharing（企業業績+個人実績）】

・日本事業全体の責任者としてのポジションです。

約5000人オペレーターを抱え、主に有名外資グローバル企業をクライアントを抱える事業責任者として、事業の安定・拡大等に向けての各種取り組み全般業務となります。
社長直下のポジション、Japan NO2のポジションです。

【ABOUT THE ROLE】

At Concentrix we're experiencing a period of tremendous growth and innovation. As we look to maintain an aggressive growth trajectory while transforming core business functions to future proof our market position we're searching for a highly qualified Chief of Staff to work closely with our senior executive leadership team. From day one the Chief of Staff will have an immediate impact on our productivity streamlining strategic initiatives overseeing program management and communicating objectives between business teams across the country and with global team as necessary. The ideal candidate will have proven experience in a business management role with a special focus on executive level advising and interdepartmental collaboration within a highly matrixed global enterprise.

【KEY RESPONSIBILITIES】

- ?Oversee strategic business initiatives from development through successful execution under the guidance of senior executive leadership and line of business stakeholders
- ?Support and build consensus with senior executives in decision making program management and initiative implementation
- ?Scope design drive justification and then execute on improvements to organizational structure seeking knowledge and skills gaps and creating data supported recommendations for addressing them
- ?Improve current processes and systems and create cohesive organizational procedures for optimized efficiency and productivity
- ?Serve as liaison between staff executives senior leaders regarding company climate employee well being project updates proposals and strategic planning
- ?Oversee daily operations through close collaboration with senior executive leadership and business line stakeholders performing an array of administrative tasks from managing calendars generating correspondence maintaining internal digital and hard copy assets planning and coordinating corporate events etc.
- ?Build and develop relationships with key employees to increase efficiency and ensure effective responsiveness operationally
- ?Help to define new operational strategies working with senior executive leadership on special projects
- ?Serve as a subject matter expert handling inquiries and developing action plans to address them and assisting with the preparation and dissemination of communications with discretion and professionalism
- ?Lead Japan Delivery Shared Services including frontline Talent Acquisition Process Training Quality Delivery Excellence Innovation and Transition etc. as scoped

Required Skills

- ・ BPO関連事業のご経験
- ・ 経営管理職のご経験または同様の分野の学士号、修士号

- ?Bachelor's degree in Business Administration or similar field Master Degree is preferred.
- ?7+ years in a business or executive management role
- ?Proven experience organizing and directing multiple teams and departments preferably within a technology or professional services organization
- ?Prior experience in a matrixed global organization and with highly dispersed physical and human capital assets.
- ?Excellent communicator in written and verbal form
- ?Adaptable and entrepreneurial mindset with commitment to productivity visibility and seeking data driven insights to make informed recommendations
- ?Experience planning and leading strategic initiatives; including hands on involvement in data analysis managing budgets etc.
- ?Consulting experience with a focus on operations management in a transformational environment highly preferred
- ?Capable of managing large volumes of work while building and maintaining stakeholder consensus around project priorities
- ?Proficient in both Japanese and English

Company Description

ご紹介時にご案内いたします