



Manager Customer Service

グローバル補聴器メーカーでの募集です。カスタマーサービスのご経験のある方は歓迎...

Job Information

Recruiter

JAC Recruitment Co., Ltd.

Hiring Company

グローバル補聴器メーカー

Job ID

1488612

Industry

Medical Device

Company Type

International Company

Job Type

Permanent Full-time

Location

Kanagawa Prefecture

Salary

6 million yen ~ 8.5 million yen

Work Hours

08:30 ~ 17:30

Holidays

【有給休暇】初年度 10日 1か月目から 【休日】完全週休二日制 土 日 祝日 夏季休暇 年末年始

Refreshed

August 29th, 2024 16:00

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

【求人No NJB2226779】

JOB SUMMARY DESCRIPTION / PRIMARY PURPOSE OF JOB

This position is responsible for coaching and managing their team of Customer Service Representatives while maintaining the highest level of service for our customers. This position will be responsible for setting the standard for attitude and maintaining the culture within the department. Exemplifying a 'team first' mentality and acting as a servant to the team will also be key responsibilities in this position. Set goals assess quality and make decisions that support our mission to serve our customers better than anyone else.

JOB RESPONSIBILITIES/RESULTS

- Set the standard for attitude within the department
 - o Foster an environment where positivity is the norm
 - o Utilize a 'team first' mentality in every aspect of your daily activities and in every decision made
 - o Identify and address areas for improvement
 - o Exemplify and reinforce the Customer Relations Golden Rule
- Customer Relations Golden Rule: pass positives down and around and pass negatives.
Share frustrations with someone that can make a difference or decision with the information.
- o Push decision making to the lowest possible level
- Empower team to make decisions in the best interest of the patient customer and
 - Increase customer satisfaction by responding to and anticipating customer needs
- o Handle escalated calls from customers
 - o Address and respond to issues that impact our customers
 - o Utilize CRM/Salesforce.com and other database
 - o Communication with Headquarters to escalate issues when needed
 - o Serve the team as you would serve a customer
- Coach and develop team members.
- o Manage daily work loads of team members
 - o Provide feedback by conducting periodically performance reviews in a timely manner
- Maintain strong relationships with decision makers and leaders in various departments to produce results that benefit our customers and team
- o Find the balance between courage and directness with empathy and respect across all modes of communication
 - o Demand results while maintaining trust and respect with all individuals
- Other duties/responsibilities as assigned

Required Skills**JOB REQUIREMENTS****Minimum Education Certification and Experience Requirements**

- Education
- o Bachelor's Degree preferred or equivalent business experience
- Experience
- o Minimum 3 year management experience.
- o Minimum 3 years' experience working in a hearing aid manufacturing or dispensing environment preferred.

Knowledge / Technical Requirements

- Expert knowledge of software systems including Microsoft Office applications
- Experience SFDC or other CRM

Competencies Skills Abilities

- Strong Leadership and communication skills
- Ability to organize and execute a plan and strategy
- Strategic thinker w/ proven project management skills
- Excellent oral and written communication abilities; ability to function as a self starter and without direct supervision
- Ability to influence and impact internal and external customers diplomatically
- Public speaking and training experience
- Leadership coaching and problem solving
- Customer retention and satisfaction
- Excellent problem solving skills.
- Ability to adapt with an ever changing marketplace.

Company Description

ご紹介時にご案内いたします