![CareerCross]

# Customer Service Manager 14M JPY

**Senior Operations Manager 14 M JPY**

## Job Information

**Recruiter**
Michael Page

**Job ID**
1491285

**Industry**
Other

**Job Type**
Permanent Full-time

**Location**
Tokyo - 23 Wards

**Salary**
7 million yen ~ 14 million yen

**Refreshed**
August 22nd, 2024 17:50

## General Requirements

**Career Level**
Mid Career

**Minimum English Level**
Business Level

**Minimum Japanese Level**
Native

**Minimum Education Level**
Associate Degree/Diploma

**Visa Status**
Permission to work in Japan required

## Job Description

We're seeking a Customer Service Manager for a software company, this person will oversee the operations, drive business development, and manage KPIs, costs, and budgeting. This role requires native-level Japanese and fluent English skills, with responsibilities including stakeholder management and strategic planning.

**Client Details**

Global software and hardware company.

**Description**

- Oversee and manage various operational aspects of the call center, handling multiple accounts.
- Drive business development initiatives to expand client base and service offerings.
- Develop, monitor, and improve KPIs to ensure optimal performance and efficiency.
- Manage cost and budgeting processes to align with financial goals.
- Enhance stakeholder relationships and manage client expectations.
- Implement strategic plans for operational improvements and process enhancements.
- Collaborate with international clients, utilizing strong English communication skills.

**Job Offer**

**Salary:** Up to 14M JPY - negotiable depends on your 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 fluent in English.
- Minimum of 2-3 years of experience in call center management.
- Proven expertise in stakeholder management.
- Strong business development and strategic planning skills.

## Company Description

world-leading software.