



Michael Page

www.michaelpage.co.jp

Incident Resolution Manager 6M JPY - Tokyo

Customer Success Manager

Job Information

Recruiter

Michael Page

Job ID

1491847

Industry

Tourism

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

4.5 million yen ~ 6 million yen

Refreshed

August 29th, 2024 14:13

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 guarantee exceptional support for members expressing dissatisfaction or providing a detractor score in our NPS survey. You will manage complaint handling, mentoring senior team members, Team Managers, and other relevant roles through quality assurance, coaching, and training programs. Your effectiveness will be assessed by decreasing personal escalations, minimizing refunds and compensations, and enhancing member retention following issue resolution.

Client Details

Global Travel Concierge company

Description

- Receive and address new complaints assigned by Managers, the VoC team, or through the Feedback Inbox, and manage these until resolution.
- Take responsibility for and effectively resolve complaints and escalations in accordance with company and Corporate Service Level Agreements (SLAs).
- Maintain comprehensive knowledge of corporate client SLAs and service deliverables.
- Record all complaints under your management accurately by the third working day of the following month.
- Utilize feedback from member complaints to improve our service delivery.

- Suggest improvements to complaint handling processes and efficiencies.
- Be accessible via phone and email to handle urgent complaints and escalations from our members.
- Oversee and support complaint management procedures.
- Guide senior team members and Team Managers through quality assurance protocols.
- Develop and implement effective coaching and training programs.
- Track and report on key success metrics: personal escalations, refunds, compensations, 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
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Company Description

Customer Success Manager up to 6M JPY!