



MichaelPage

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B2B Call Center - Team Leader - OTA

Hotel Team Leader up to 7M!

Job Information

Recruiter

Michael Page

Job ID

1502552

Industry

Tourism

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

4.5 million yen ~ 7 million yen

Refreshed

November 11th, 2024 12:37

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

As the B2B Hotel Team Leader, you will be responsible for managing and supporting a team of 7-15 members. Your primary role will be to oversee team performance, manage key performance indicators (KPIs), and act as the point of contact for escalations. This is an excellent opportunity for a motivated individual with strong leadership skills and a passion for the hospitality industry.

Client Details

We are a leading B2B service provider in the hospitality industry, dedicated to connecting businesses with top-tier hotel services. Our inhouse center is a hub of innovation, efficiency, and exceptional customer service. We are currently seeking a dynamic and experienced Team Leader to join our team and drive success.

Description

- Lead, mentor, and support a team of 7-15 members, ensuring high levels of motivation and performance.
- Manage and monitor KPIs to ensure team objectives are met or exceeded.
- Conduct regular performance reviews and provide constructive feedback to team members.
- Serve as the point of contact for escalations, ensuring timely and effective resolution of issues.
- Develop and implement strategies to improve team productivity and service quality.

- Collaborate with other departments to streamline processes and enhance customer satisfaction.
- Foster a positive and collaborative team environment.

Job Offer

What We Offer:

- Competitive salary up to 7,000,000 JPY per annum.
- Comprehensive benefits package.
- Opportunities for professional growth and development.
- A supportive and innovative work environment.

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

- Proven experience in a team leadership role, preferably within the hospitality or B2B sector.
 - Strong understanding of KPI management and performance evaluation.
 - Excellent problem-solving skills and the ability to handle escalations effectively.
 - Exceptional communication and interpersonal skills.
 - Ability to motivate and inspire team members to achieve their best.
 - Fluency in English; and Native level in Japanese
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Company Description

Hotel Team Leader up to 7M JPY!