



# MichaelPage

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## Head of Customer Service for Global Retail Manufacturer

### Head of CS for Global Retail Company

#### Job Information

##### Recruiter

Michael Page

##### Job ID

1502663

##### Industry

Other (Manufacturing)

##### Job Type

Permanent Full-time

##### Location

Saitama Prefecture

##### Salary

7.5 million yen ~ 10 million yen

##### Refreshed

November 11th, 2024 18:00

#### General Requirements

##### Career Level

Mid Career

##### Minimum English Level

Business Level

##### Minimum Japanese Level

Native

##### Minimum Education Level

High-School

##### Visa Status

Permission to work in Japan required

#### Job Description

The Head of Customer Service holds a key role that can significantly impact the organization: he/she manages a team of inhouse operators, interacts closely with BPO Call Center for inquiries and communicates internally with various departments to find ways to improve the operations and work efficiency.

##### Client Details

The company is involved in manufacturing within the production of self-service retail technology products.

##### Description

The Head of Customer Service holds a key role that can significantly impact the organization: he/she manages a team of inhouse operators, interacts closely with BPO Call Center for inquiries and communicates internally with various departments to find ways to improve the operations and work efficiency. Among the main responsibilities:

- Review operations to increase work efficiency: working with other Teams to find ways to improve operations (e.g. reduction of workload for current CS staff, streamlining of the current system)

- Staff management: deciding who and how to answer customers' inquiries, assigning work shifts
- Handling inquiries from various customers, both B2B (about 60-70%) and B2C
- Creation of reports and Analysis of KPI Data

#### **Job Offer**

- Flexible work environment and international job scope
- Good company provided benefits
- Chance to make a significant impact in the organization

To apply online please click the 'Apply' button below. For a confidential discussion about this role please contact Davide Capretta at +81 3 6832 8675.

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#### **Required Skills**

The following qualifications will make sure that applicants will have the most impactful results within the organization:

- Flexibility with handling different tasks according to existing needs
  - Call center management experience: Teams of around 15 people
  - Operations experience would be a plus
  - Great communication skills: need to coordinate with different internal departments
  - Native level of Japanese language
  - English skills to conduct meetings with HQ
  - Good at analysis and process management
  - Excel skills for reporting and data analysis/management
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#### **Company Description**

The company is involved in manufacturing within the production of self-service retail technology products.