

「プロだからわかる、あなたのスキルが活躍の場所」
60以上の業界・職種に特化した専門チームがサポート

Robert—
—Walters

【英語を活かす】 Head of Customer Service

写真会社にて、Head of CS の求人がございます。

Job Information

Recruiter

Robert Walters Japan (ロバート・ウォルターズ)

Hiring Company

写真会社

Job ID

1506321

Industry

Electronics, Semiconductor

Job Type

Permanent Full-time

Location

Saitama Prefecture

Salary

10 million yen ~ 12 million yen

Work Hours

お問い合わせください

Holidays

完全週休2日制, 土日祝日休み, 有給休暇

Refreshed

February 5th, 2025 18:00

General Requirements

Career Level

Executive

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

A well-known photography company is looking for a Head of Customer Service. The selected candidate will lead a customer service team, manage inquiries, and coordinate communication between departments to ensure smooth operations.

The company is a leader in photographic and imaging services, specialising in automated photo booth solutions across Japan. With a strong commitment to quality and innovation, it has established itself as a reliable provider in the industry, enhancing convenience for a wide range of customers.

Keywords:

カスタマーサービス, チーム管理, 電話応対, プロジェクト管理, KPI分析, 苦情対応, 顧客対応, トラブルシューティング, 求人, 外資系

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Responsibilities:

- Manage a variety of customer inquiries for B2B and B2C clients
- Report and analyse KPI data
- Coordinate machine repairs and update machine information
- Handle phone calls during peak times and create reports
- Assign teamwork shifts and implement new systems for efficiency
- Troubleshoot issues and handle complex complaints
- Lead and manage customer service staff

Requirements:

- More than 5 years of experience as a Customer Service Manager
- Proven leadership experience managing teams with multiple members
- High-level telephone and complaint-handling skills
- Project management skills
- Native level Japanese; business level English

Company Description

We've been a driving force in the Japanese bilingual recruitment market, providing high quality candidates for our clients and access to the best jobs for over 20 years. We operate a team-based profit share system which, we believe, sets us apart from the majority of competitors by enabling us to always put the interests of our clients and candidates first. That means we can find the best fit for employer and job seeker, and we never push people into unsuitable roles.