

「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】カスタマーリレーションズリード/ Customer Relations Lead

認証サービス会社にて、カスタマーリレーションズリード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

認証サービス会社

### Job ID

1507047

### Industry

Think Tank, Research Institute

### Job Type

Permanent Full-time

### Location

Tokyo - 23 Wards

### Salary

5 million yen ~ 7 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

November 29th, 2024 15:50

## General Requirements

### Career Level

Mid Career

### Minimum English Level

Business Level

### Minimum Japanese Level

Business Level

### Minimum Education Level

Associate Degree/Diploma

### Visa Status

Permission to work in Japan required

## Job Description

A renowned collectibles authentication company is looking for a Customer Relations Lead. The selected candidate will manage client escalations, guide the customer service team, and ensure operational efficiency.

A company based in North America that provides authentication services for valued collectable goods. As an industry leader, this organisation is well-known worldwide for their expert services.

### Keywords:

カスタマーサービス, オペレーション管理, プロセス改善, チームリーダー, トレーディングカード, コレクティブルズ, 求人,

外資系

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**Responsibilities:**

- Manage high-end client escalations, providing tailored solutions and maintaining client relationships
- Collaborate with department leads to improve team efficiencies
- Proactively address ongoing issues and track incoming data for quality control
- Informally lead, develop, and coach team members
- Drive customer resolution turnaround times in the Customer Request Centre
- Assist in creating policies, standard operating procedures, and collaborating with IT on efficiency features

**Requirements:**

- Associate degree or equivalent
- More than 6 years of customer service-related experience
- More than 2 years of supervising a customer service or call centre team in a service-based business
- Experience with Salesforce or similar CRM; implementation experience is ideal
- Familiarity with collectibles and the trading card hobby is a plus
- Proven track record of implementing process improvements and standard operating procedures (SOPs)
- Business level written and verbal English

**Benefits:**

- Social Insurance (pension, health, workers accident, employment)
- Paid Leaves and special leaves
- Commutation allowance
- Employee discounts on select grading services
- Retirement pension plan (Defined Contribution)
- Group Term and Long-Term Disability Insurance
- PTO and fun working environment with team-building activities

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**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.