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## B2B Call Center - Team Leader - OTA

**Hotel Team Leader up to 7M!**

### Job Information

**Recruiter**
[Michael Page](#)
**Job ID**

1508327

**Industry**

Tourism

**Job Type**

Permanent Full-time

**Location**

Tokyo - 23 Wards

**Salary**

4.5 million yen ~ 7 million yen

**Refreshed**

December 9th, 2024 17:51

### 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.

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#### **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!