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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

1508665

Industry

Other (Manufacturing)

Job Type

Permanent Full-time

Location

Saitama Prefecture

Salary

7.5 million yen ~ 10 million yen

Refreshed

December 10th, 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.

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.