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## Call Center Operations Manager, Gaming Company up to 8.7M JPY

### CS Operations Manager

#### Job Information

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

1514181

**Industry**

Other

**Job Type**

Permanent Full-time

**Location**

Tokyo - 23 Wards

**Salary**

6 million yen ~ 9 million yen

**Refreshed**

December 27th, 2024 17:50

#### 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 an Operations Manager, you'll lead a team to deliver exceptional customer support for top-tier gaming clients, managing performance, KPIs, and client relationships. This role offers a competitive salary, hybrid work flexibility, and the chance to grow in the gaming industry.

#### Client Details

The company is a top-tier BPO provider, supporting global gaming brands with customer service and player experience solutions. They specialize in delivering high-quality, end-to-end support across various gaming titles.

#### Description

- Manage team performance, reporting, budgeting, and client satisfaction.
- Directly communicate with clients to oversee multiple gaming titles.
- Coach team leads and agents to meet and exceed KPIs and quality standards.
- Work collaboratively within a diverse team of Operations Managers in Japan.

#### Job Offer

Salary: Total package up to 8,700,000 JPY (base + annual bonus).

Work Schedule: Monday-Friday, 10 AM - 7 PM; hybrid setup with flexibility (1 day/week in office; more during probation).

Overtime: 45 hours/month paid at 1.25x hourly rate.

Paid Time Off: 17 days/year (summer, winter, and annual leave).

Training: Comprehensive onboarding and role-specific training.

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

A successful Operations Manager should have:

Experience: 2-3 years of people management in an in-house or call center environment.

Language Skills: Native-level Japanese and fluent English.

Passion: A deep interest in the gaming industry or related fields.

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## Company Description

Call Center, Operations Manager