

MichaelPage

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Customer Service Manager for Travel Company 8.5M JPY

Service Manager

Job Information

Recruiter

Michael Page

Job ID

1516636

Industry

Tourism

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

6 million yen ~ 8.5 million yen

Refreshed

April 16th, 2025 09:01

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

Oversee daily operations, team leadership, and cross-departmental collaboration to enhance customer experience, manage complaints, maintain quality assurance standards, and analyze feedback for continuous improvement. Lead human resources initiatives, including mentoring, performance reviews, and succession planning, while supporting client relations, handling escalations, and ensuring operational efficiency in finance and administration.

Client Details

A dynamic and innovative organization recognized for delivering exceptional customer support and creating memorable experiences. Focused on continuous improvement and fostering collaboration, it is dedicated to providing advanced solutions for clients and driving outstanding customer satisfaction.

Description

- Oversee daily operations of the Service Excellence team and lead team meetings.
- Maintain VoC initiatives and collaborate across departments to improve satisfaction.
- Manage complaint handling and QA processes, ensuring adherence to SLA standards.
- Analyze and report feedback to drive service improvements and enhance QA consistency.
- Conduct performance reviews, mentor team members, and set OKRs for the team.

- Focus on talent retention, succession planning, and alignment with HR policies.
- Act as a liaison with corporate clients, handling escalations and strengthening partnerships.
- Support service improvements and attend client meetings to address concerns.
- Manage complaint-related costs and ensure compliance with acknowledgment processes.
- Coordinate with finance and HR teams to maintain operational efficiency.

Job Offer

Work Hours: 8am-5pm, 9am-6pm, 10am-7pm, or 11am-8pm (Monday to Friday; weekends and public holidays off)

WFH Option: 2-3 days a week, after probation period

Salary: Up to 8.5M JPY (based on experience)

To apply online please click the 'Apply' button below. For a confidential discussion about this role please contact Michelle Rosette on +813 6832 8698.

Required Skills

A successful CS Manager should have:

- Native Level in Japanese and Fluency in English
- Minimum 2 years people management experience in call center, inhouse or related industry
- Amenable to work onsite in Tokyo office
- Knowledge in KPI Management, improvement plan and escalations handling

Company Description

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