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Customer Service Manager - Corporate Travel

Customer Service Manager up to 11M JPY

Job Information

Recruiter

Michael Page

Job ID

1516640

Industry

Tourism

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

8 million yen ~ 11 million yen

Refreshed

January 22nd, 2025 09:28

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 contact center operations, ensure KPIs, quality, and service alignment. Collaborate on system integration, train teams, and prioritize client satisfaction.

Client Details

A global leader in the travel services industry, providing comprehensive solutions such as hotel bookings, airline tickets, and transportation services to customers worldwide.

Description

- Oversee customer contact center operations, ensuring KPIs are met and service quality standards are maintained.
- Manage shift schedules and monitor service levels, taking appropriate action when needed.
- Support system integration and procedure implementation, training teams and monitoring performance.
- Collaborate with management to align with strategic goals and implement system and policy updates.
- Analyze performance trends, identify gaps, and develop actionable solutions.
- Serve as a liaison between operations and business teams, prioritizing client needs and values.

Job Offer

- An estimated salary range of 8M-11M JPY
- Work from home options to support a balanced lifestyle.
- Opportunities for professional growth within the Leisure, Travel & Tourism industry.
- A supportive and collaborative work environment in a Tokyo-based company.
- Company-wide recognition for outstanding performance.

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 Service Manager should have:

- Japanese Proficiency, Fluent in English, Chinese proficiency is a plus
 - Minimum 2 years people management in customer service, call center or inhouse
 - Amenable to work onsite in Tokyo Office
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Company Description

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