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20M JPY - Country Lead - E-commerce start-up

Country Lead - up to 20M JPY

Job Information

Recruiter

Michael Page

Job ID

1524039

Industry

Other

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

12 million yen ~ 20 million yen

Refreshed

February 28th, 2025 20:52

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

The Country Lead - Partner Support Operations will oversee and optimize BPO vendor management and drive service quality strategies to ensure exceptional support for customers, sellers, and creators. This role involves leading a high-performing team, managing performance metrics, and collaborating with cross-functional teams to enhance operational efficiency and business performance.

Client Details

Start-up E-commerce

Description

- **Team Leadership:** Build and manage a team of customer service experts, operations managers, vendor relationship leads, and knowledge management specialists, ensuring they deliver outstanding support to customers, sellers, and creators.
- **Strategic Service Management:** Develop and lead strategies to improve service delivery across contact centers, ensuring cross-team alignment and goal execution.
- **BPO Vendor Management:** Oversee and guide external service providers to meet service performance standards, ensuring a consistent and exceptional experience for all stakeholders.

- Training & Development: Lead initiatives to enhance contact center training, quality, and knowledge sharing across teams, ensuring all staff are equipped for success.
- Business Performance & Analysis: Drive performance analysis, identify key opportunities for improvement through data dashboards, and collaborate with regional teams to optimize operations.
- Performance Reviews & Reporting: Regularly represent your team's performance, preparing for business reviews and identifying actionable strategies to enhance outcomes.
- Process Improvement: Lead projects focused on enhancing governance, efficiency, and organizational capabilities for long-term growth and success.
- Escalation Management: Effectively manage escalations and solve complex issues with flexibility and attention to detail.

Job Offer

Work Hours: Monday - Friday, 9 AM - 6 PM

Salary: up to 20M JPY

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

- Minimum 8-12 years of customer operations, BPO vendor management, and workforce optimization.
- Demonstrated leadership experience in building and managing high-performing teams, with expertise in coaching, performance management, and team development.
- Ability to foster strong relationships with senior stakeholders, leveraging data-driven insights to solve problems and enhance operational performance.
- Native-level in Japanese and Fluent in English

Company Description

E-commerce Start up