

「プロだからわかる、あなたのスキルが活躍の場所」
60以上の業界・職種に特化した専門チームがサポート

Robert—
—Walters

【英語を活かす】カスタマーサービスマネージャー/ Customer Service Manager

グローバル歯科企業にて、カスタマーサービスマネージャーの求人がございます。

Job Information

Recruiter

Robert Walters Japan (ロバート・ウォルターズ)

Hiring Company

グローバル歯科企業

Job ID

1525234

Industry

Medical Device

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

7 million yen ~ 9 million yen

Work Hours

お問い合わせください

Holidays

完全週休2日制, 土日祝日休み, 有給休暇

Refreshed

March 7th, 2025 08:37

General Requirements

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

Business Level

Minimum Education Level

Bachelor's Degree

Visa Status

Permission to work in Japan required

Job Description

A global dentistry technology company is looking for a Customer Service Manager. The selected candidate will lead a technical support team, ensuring timely issue resolution and exceptional customer satisfaction.

A global leader in digital dentistry, this company pioneer cutting-edge 3D scanning and CAD/CAM solutions that transform dental care and lab workflows. Renowned for its innovation and precision, it empowers professionals with advanced technology to enhance patient outcomes and operational efficiency.

Keywords:

カスタマーサポート, 技術サポート, チーム管理, CRMシステム, 国際環境, 求人, 外資系

Job Ref: FR9NWK

Responsibilities:

- Lead and manage a team of Customer Support Consultants
- Ensure effective resolution of technical issues for hardware and software support
- Collaborate with cross-functional teams to enhance the customer experience
- Provide technical support via online sessions, phone, email, and occasional on-site events
- Develop and implement strategies for continuous service improvement
- Drive team performance and maintain high customer satisfaction levels

Requirements:

- More than 6 years of experience in customer support
- More than 3 years of experience as a people manager in an international, multicultural environment
- Experience in building a team from scratch, including interviewing and onboarding
- Proficient in MS Office Suite and CRM systems
- Professional level Japanese; upper intermediate level verbal and written English

Benefits:

- Work with market-leading technology products in a global environment
- Professional growth and development opportunities
- Supportive and collaborative workplace culture
- Be part of a company with a successful 20-year history

Company Description

We've been a driving force in the Japanese bilingual recruitment market, providing high quality candidates for our clients and access to the best jobs for over 20 years. We operate a team-based profit share system which, we believe, sets us apart from the majority of competitors by enabling us to always put the interests of our clients and candidates first. That means we can find the best fit for employer and job seeker, and we never push people into unsuitable roles.