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## Customer Service Manager - Corporate Travel

**Customer Service Manager up to 11M JPY**

### Job Information

**Recruiter**

Michael Page

**Job ID**

1526523

**Industry**

Tourism

**Job Type**

Permanent Full-time

**Location**

Tokyo - 23 Wards

**Salary**

8 million yen ~ 11 million yen

**Refreshed**

March 12th, 2025 16:01

### 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 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.

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## 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

Customer Service Manager - B2B Travel