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15M Base + Bonus - Customer Service Director

Customer Service Director - Ecommerce

Job Information

Recruiter
[Michael Page](#)
Job ID

1526603

Industry

Other

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

12 million yen ~ 15 million yen

Refreshed

March 13th, 2025 17:31

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 Customer Service Director will lead and enhance BPO vendor management while implementing service quality strategies to deliver outstanding support for customers, sellers, and creators. This role includes overseeing a high-performing team, monitoring performance metrics, and working closely with cross-functional teams to improve operational efficiency and drive business success.

Client Details

Start-up E-commerce

Description

- **Team Leadership:** Recruit, develop, and manage a team of customer service professionals, including operations managers, vendor relationship leads, and knowledge management specialists, to deliver exceptional support to customers, sellers, and creators.
- **Strategic Service Management:** Design and execute strategies to enhance service delivery across contact centers, ensuring alignment across teams and effective goal implementation.
- **BPO Vendor Management:** Oversee and collaborate with external service providers to uphold service performance standards, ensuring a seamless and high-quality experience for all stakeholders.

- **Training & Development:** Lead initiatives to improve contact center training, quality assurance, and knowledge sharing, equipping teams with the tools needed for success.
- **Business Performance & Analysis:** Analyze performance metrics, identify areas for improvement using data dashboards, and work with regional teams to optimize operations.
- **Performance Reviews & Reporting:** Monitor and report on team performance, prepare for business reviews, and develop actionable strategies to drive continuous improvement.
- **Process Improvement:** Lead initiatives to enhance governance, efficiency, and organizational capabilities, ensuring sustainable growth and operational excellence.
- **Escalation Management:** Handle escalations effectively, resolving complex issues with a detail-oriented and flexible approach.

Job Offer

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

Salary: up to 15M Base + Bonus + RSU

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

- 8-12 years of experience in customer operations, BPO vendor management, and workforce optimization.
- Proven leadership in building and managing high-performing teams, with expertise in coaching, performance management, and team development.
- Strong ability to build relationships with senior stakeholders, utilizing data-driven insights to drive problem-solving and operational improvements.
- Native-level proficiency in Japanese and fluency in English.

Company Description

E-commerce Start up