


www.michaelpage.co.jp

Call Center Manager - Tokyo

Call Center Manager - Hardware

Job Information

Recruiter
[Michael Page](#)
Job ID

1528106

Industry

Other

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

10 million yen ~ 12 million yen

Refreshed

March 21st, 2025 17:34

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

As a Customer Service Manager, you will oversee outsourced call centers, manage customer issues, and lead a team to ensure exceptional service. You'll collaborate across departments to improve processes and shape customer service offerings, with potential for global impact.

Client Details

We are a leading company in the robotics industry, known for innovation and top-tier products.

Description

- Oversee outsourced call centers and manage customer service operations.
- Lead and support a small team to resolve customer inquiries and issues.
- Collaborate with cross-functional departments to enhance customer service processes.
- Drive improvements for call centers, repair centers, and overall customer experience.
- Shape new service offerings and support business growth in Japan and beyond.

Job Offer

Salary: Up to 12M JPY + 15% incentive

- Location: Tokyo 23 wards
- Work Hours: Monday-Friday, 9 AM - 6 PM (Flexible work arrangement, work from home as much as you want)

Benefits

- Flexible Work Arrangement: Work from home every day if you wish. Office is available if preferred
- Welcome Gift: New hires receive the latest product for free and can purchase products at a discounted rate
- Defined Contribution (DC) Plan: Eligible
- Paid Holidays:
 - o First Year - 10 days (depending on start date)
 - o Second Year - 11 days, increasing by 1 day per year thereafter
 - o Special Leave - 1 paid holiday for your birthday
- Summer Vacation: 3 days (available from July to the end of October)
- Standard Japanese Benefits: Includes transportation allowance, healthcare, pension, and other statutory benefits

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

- Proven experience in people management within BPO/contact centers.
- Background in the hardware or manufacturing industry.
- Strong problem-solving and customer service skills.
- Ability to manage and optimize customer service operations.
- Experience collaborating with internal teams to improve service delivery.
- Native-level in Japanese and Fluency in English

Company Description

Call Center Manager up to 12M JPY