



## Call Center Team Leader

One of the world's top consulting firm

### Job Information

**Recruiter**

[en world Japan K.K](#)

**Hiring Company**

Step into a leadership role with one of the world's top consulti

**Job ID**

1532323

**Industry**

IT Consulting

**Company Type**

Large Company (more than 300 employees) - International Company

**Non-Japanese Ratio**

About half Japanese

**Job Type**

Contract

**Location**

Tokyo - 23 Wards, Minato-ku

**Salary**

5 million yen ~ 6 million yen

**Salary Bonuses**

Bonuses included in indicated salary.

**Work Hours**

8 hours

**Holidays**

Weekends and national holidays

**Refreshed**

April 14th, 2025 18:14

### General Requirements

**Minimum Experience Level**

Over 3 years

**Career Level**

Mid Career

**Minimum English Level**

Business Level (Amount Used: English usage about 25%)

**Minimum Japanese Level**

Native

**Minimum Education Level**

Technical/Vocational College

**Visa Status**

Permission to work in Japan required

## Job Description

### What You'll Do:

- Lead a team of 15–20 agents to hit daily KPIs and SLAs
  - Coach, mentor, and guide your team toward career growth
  - Monitor performance, quality, and utilization—drive results
  - Identify training needs and support continuous improvement
  - Collaborate across teams to ensure smooth operations
  - Contribute to automation and smarter workflows
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## Required Skills

### What We're Looking For:

- Experience leading teams in a service or operations environment
  - Strong people management and SLA compliance skills
  - Tech-savvy and comfortable with remote team coordination
  - Flexible, proactive, and driven to make an impact
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