

**MichaelPage**

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## Senior Operations Manager - BPO/Outsourcing

### Senior Operations Manager 10 M JPY

#### Job Information

**Recruiter**

Michael Page

**Job ID**

1532324

**Industry**

Other

**Job Type**

Permanent Full-time

**Location**

Tokyo - 23 Wards

**Salary**

7 million yen ~ 10 million yen

**Refreshed**

April 14th, 2025 18:20

#### General Requirements

**Career Level**

Mid Career

**Minimum English Level**

Business Level

**Minimum Japanese Level**

Native

**Minimum Education Level**

Associate Degree/Diploma

**Visa Status**

Permission to work in Japan required

#### Job Description

We're seeking a Senior Operations Manager for our international BPO company to oversee call center operations, drive business development, and manage KPIs, costs, and budgeting. This role requires native-level Japanese and fluent English skills, with responsibilities including stakeholder management and strategic planning.

#### Client Details

Join a leading international BPO company with a global presence, offering a comprehensive range of services including customer care, technical support, customer acquisition, digital solutions, analytics, and back-office support.

#### Description

- Oversee and manage various operational aspects of the call center, handling multiple accounts.
- Drive business development initiatives to expand client base and service offerings.
- Develop, monitor, and improve KPIs to ensure optimal performance and efficiency.
- Manage cost and budgeting processes to align with financial goals.
- Enhance stakeholder relationships and manage client expectations.
- Implement strategic plans for operational improvements and process enhancements.
- Collaborate with international clients, utilizing strong English communication skills.

**Job Offer**

**Salary:** Up to 10M JPY - negotiable depends on your experience

**Location:** Tokyo 23 wards, Hybrid setup (up to 5 days in the office per month, subject to change)

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****Requirements:**

- Native-level proficiency in Japanese and fluent in English.
  - Minimum of 2-3 years of experience in call center management.
  - Proven expertise in stakeholder management.
  - Strong business development and strategic planning skills.
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**Company Description**

About the Company:

Join a leading international BPO company with a global presence, offering a comprehensive range of services including customer care, technical support, customer acquisition, digital solutions, analytics, and back-office support.