

## B2B Call Center - Team Leader - OTA

**Hotel Team Leader up to 7M!**

## 募集職種

## 人材紹介会社

マイケル・ページ・インターナショナル・ジャパン株式会社

## 求人ID

1485162

## 業種

旅行・観光

## 雇用形態

正社員

## 勤務地

東京都 23区

## 給与

450万円 ~ 700万円

## 更新日

2024年07月03日 18:01

## 応募必要条件

## キャリアレベル

中途経験者レベル

## 英語レベル

流暢

## 日本語レベル

ネイティブ

## 最終学歴

大学卒：学士号

## 現在のビザ

日本での就労許可が必要です

## 募集要項

As the B2B Hotel Team Leader, you will be responsible for managing and supporting a team of 7-15 members. Your primary role will be to oversee team performance, manage key performance indicators (KPIs), and act as the point of contact for escalations. This is an excellent opportunity for a motivated individual with strong leadership skills and a passion for the hospitality industry.

## Client Details

We are a leading B2B service provider in the hospitality industry, dedicated to connecting businesses with top-tier hotel services. Our inhouse center is a hub of innovation, efficiency, and exceptional customer service. We are currently seeking a dynamic and experienced Team Leader to join our team and drive success.

## Description

- Lead, mentor, and support a team of 7-15 members, ensuring high levels of motivation and performance.
- Manage and monitor KPIs to ensure team objectives are met or exceeded.
- Conduct regular performance reviews and provide constructive feedback to team members.
- Serve as the point of contact for escalations, ensuring timely and effective resolution of issues.
- Develop and implement strategies to improve team productivity and service quality.

- Collaborate with other departments to streamline processes and enhance customer satisfaction.
- Foster a positive and collaborative team environment.

#### **Job Offer**

#### **What We Offer:**

- Competitive salary up to 7,000,000 JPY per annum.
- Comprehensive benefits package.
- Opportunities for professional growth and development.
- A supportive and innovative work environment.

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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#### **スキル・資格**

- Proven experience in a team leadership role, preferably within the hospitality or B2B sector.
  - Strong understanding of KPI management and performance evaluation.
  - Excellent problem-solving skills and the ability to handle escalations effectively.
  - Exceptional communication and interpersonal skills.
  - Ability to motivate and inspire team members to achieve their best.
  - Fluency in English; and Native level in Japanese
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#### **会社説明**

Hotel Team Leader up to 7M JPY!