

Repair Service Center Staff for Multinational Insurance

Repair Service Center Staff - Insurance

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

1485192

業種

生命保険・損害保険

雇用形態

正社員

勤務地

東京都 23区

給与

600万円 ~ 750万円

更新日

2024年07月04日 10:01

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

ビジネス会話レベル

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 Repair Service Center Staff, you will be handling the operations of the BPO call center (B2C) that is in charge of taking customers inquiries related to the warranty of the purchased products.

Client Details

Our client is a multinational insurance corporation

Description

As the Repair Service Center Staff, you will be handling the operations of the BPO call center (B2C) that is in charge of taking customers inquiries related to the warranty of the purchased products. The main responsibilities involve:

- Communicating with the BPO manager about ways to improve the center operations including handling of KPIs, providing updated/new FAQs materials, manuals and talk scripts
- Handling some escalated inquiries from the BPO (2 a day at most)

- Establishing the outbound version of the call center to handle the following: Following up with customers about previous purchases; Checking for survey completion; etc.

Job Offer

- Leadership-driven job scope and career path

To apply online please click the 'Apply' button below. For a confidential discussion about this role please contact Davide Capretta at +81 3 6832 8675.

スキル・資格

The Team in Tokyo is looking for candidates with a passion for improving the operations of a call center, and ideally with the following strengths / experiences:

- Customer Service experience including handling phone calls (big plus if outbound)
- Experience in creating call center FAQs, talk scripts, etc.
- PC skills: WORD, EXCEL, Power Point
- University degree
- Native level of Japanese
- Good level of English would be a plus

With some degree of flexibility about the above, if you think you have the right set of skills for the job, the company would love to hear from you.

会社説明

The company is a multinational insurance corporation