

## Incident Resolution Manager 6M JPY - Tokyo

## Customer Success Manager

## 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

1486135

## 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 ~ 600万円

## 更新日

2024年07月29日 00:00

## 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

You will guarantee exceptional support for members expressing dissatisfaction or providing a detractor score in our NPS survey. You will manage complaint handling, mentoring senior team members, Team Managers, and other relevant roles through quality assurance, coaching, and training programs. Your effectiveness will be assessed by decreasing personal escalations, minimizing refunds and compensations, and enhancing member retention following issue resolution.

## Client Details

Global Travel Concierge company

## Description

- Receive and address new complaints assigned by Managers, the VoC team, or through the Feedback Inbox, and manage these until resolution.
- Take responsibility for and effectively resolve complaints and escalations in accordance with company and Corporate Service Level Agreements (SLAs).
- Maintain comprehensive knowledge of corporate client SLAs and service deliverables.
- Record all complaints under your management accurately by the third working day of the following month.
- Utilize feedback from member complaints to improve our service delivery.

- Suggest improvements to complaint handling processes and efficiencies.
- Be accessible via phone and email to handle urgent complaints and escalations from our members.
- Oversee and support complaint management procedures.
- Guide senior team members and Team Managers through quality assurance protocols.
- Develop and implement effective coaching and training programs.
- Track and report on key success metrics: personal escalations, refunds, compensations, and member retention.

#### Job Offer

- **Type:** Permanent, Full-time (6 months' probation)
- **Work Schedule:** 10AM-7PM, shift days (Monday to Friday, Tuesday to Saturday, etc.)
- **Work from Home:** Eligible 2x per week upon passing probation
- **Salary:** 4M-6M JPY (depending on overall experience)

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

##### Requirements:

- Native level proficiency in Japanese and fluency in English
  - Experience in both B2B and B2C environments
  - Proven experience in handling complaints and escalations in a contact center or in-house center
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#### 会社説明

Customer Success Manager up to 6M JPY!