

Customer Success Manager - Escalation

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

1486868

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19日 14:54

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 ensure top-tier support for members who express dissatisfaction or give a detractor score in our NPS survey. You will oversee complaint management, guiding senior team members, Team Managers, and related roles through quality assurance, coaching, and training programs. Your success will be measured by reducing personal escalations, minimizing refunds and gestures, and increasing member retention post-resolution.

Client Details

Global Travel Concierge company

Description

- Actively and openly receive new complaints allocated by Managers, VoC team / Feedback Inbox, and manage these through to conclusion.
- Take ownership of and successfully resolve complaints and escalated complaints as per the company and Corporate Service Level Agreements (SLAs).
- Maintain complete understanding and knowledge of corporate client SLAs and service deliverables.
- Accurately record all complaints owned before the third working day of the following month.
- Learn from member complaints and use this feedback to enhance our service delivery.

- Propose enhancements to complaint handling processes and efficiencies.
- Be available on phone and email to receive urgent complaints and escalations raised by our members.
- Monitor and support complaint management processes.
- Guide senior team members and Team Managers through quality assurance processes.
- Develop and implement effective coaching and training programs.
- Monitor and report on key success metrics: personal escalations, refunds, gestures, 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.

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!