

Customer Service Supervisor - Ecommerce - Chiba - 8M JPY

Call Center Supervisor

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

1490847

業種

小売

雇用形態

正社員

勤務地

千葉県

給与

500万円 ~ 800万円

更新日

2024年08月16日 17:22

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 a Customer Service Supervisor, you will lead a team of 5-10 staff, manage escalations, and ensure efficient completion of customer orders while monitoring KPIs and analyzing data to enhance team performance. This role requires strong people management experience, proficiency in call center KPIs, and fluency in both Japanese and English.

Client Details

Global E-commerce business

Description

- **Manage a Team of 5-10 Staff:**
 - Lead, mentor, and support a team of 5-10 customer service representatives to achieve high performance and meet targets.
 - Be the main point of contact for escalations, ensuring customer inquiries and orders are resolved efficiently and effectively.
- **Ensure Efficient Completion of Customer Orders:**

- Oversee the team's daily operations to ensure that customer orders are processed accurately and promptly.
- Work closely with other departments to resolve any issues that may affect order completion.
- **Manage KPIs:**
 - Set and monitor key performance indicators (KPIs) to ensure the team meets or exceeds company standards.
 - Provide regular feedback and coaching to team members to help them improve their performance.
- **Analyze and Manipulate Data:**
 - Use data analysis to identify trends, gaps, and areas for improvement within the team.
 - Implement strategies to enhance team performance and customer satisfaction based on data-driven insights.

Job Offer

Benefits:

- **Competitive Salary & Bonus:**
 - Earn up to ¥8M base salary, plus a 5% performance-based bonus. Overtime is compensated accordingly.
- **Flexible Work Location:**
 - Enjoy a hybrid work environment with the flexibility to work from home most of the time, and only 3-5 days in the office per month.
- **Convenient Work Hours:**
 - Standard working hours are 9:00 AM - 6:00 PM, but flexible hours are available. For those working late, the office is equipped with a sleeping room for convenience.
- **Supportive Work Environment:**
 - Benefit from a collaborative and supportive work culture that values your professional growth and work-life balance.

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

Qualifications:

- **Minimum 3 Years of People Management Experience:**
 - Proven experience in managing teams in a call center or in-house customer service environment.
- **Call Center KPIs Expertise:**
 - Deep understanding of call center KPIs and how to effectively manage them to drive team success.
- **Language Skills:**
 - Native-level Japanese and fluent English are required to effectively communicate with the team and customers.

会社説明

Global E-commerce business