

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

1502552

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11月11日 12:37

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.

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!