

## Head of Customer Service for Global Retail Manufacturer

## Head of CS for Global Retail Company

## 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

1502663

## 業種

その他（メーカー）

## 雇用形態

正社員

## 勤務地

埼玉県

## 給与

750万円 ~ 1000万円

## 更新日

2024年11月11日 18:00

## 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

高等学校卒

## 現在のビザ

日本での就労許可が必要です

## 募集要項

The Head of Customer Service holds a key role that can significantly impact the organization: he/she manages a team of inhouse operators, interacts closely with BPO Call Center for inquiries and communicates internally with various departments to find ways to improve the operations and work efficiency.

## Client Details

The company is involved in manufacturing within the production of self-service retail technology products.

## Description

The Head of Customer Service holds a key role that can significantly impact the organization: he/she manages a team of inhouse operators, interacts closely with BPO Call Center for inquiries and communicates internally with various departments to find ways to improve the operations and work efficiency. Among the main responsibilities:

- Review operations to increase work efficiency: working with other Teams to find ways to improve operations (e.g. reduction of workload for current CS staff, streamlining of the current system)

- Staff management: deciding who and how to answer customers' inquiries, assigning work shifts
- Handling inquiries from various customers, both B2B (about 60-70%) and B2C
- Creation of reports and Analysis of KPI Data

#### **Job Offer**

- Flexible work environment and international job scope
- Good company provided benefits
- Chance to make a significant impact in the organization

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.

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#### **スキル・資格**

The following qualifications will make sure that applicants will have the most impactful results within the organization:

- Flexibility with handling different tasks according to existing needs
  - Call center management experience: Teams of around 15 people
  - Operations experience would be a plus
  - Great communication skills: need to coordinate with different internal departments
  - Native level of Japanese language
  - English skills to conduct meetings with HQ
  - Good at analysis and process management
  - Excel skills for reporting and data analysis/management
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#### **会社説明**

The company is involved in manufacturing within the production of self-service retail technology products.