

「プロだからわかる、あなたのスキルが活躍の場所」
60以上の業界・職種に特化した専門チームがサポート

Robert—
—Walters

【英語を活かす】 Head of Customer Service

写真会社にて、Head of CS の求人がございます。

募集職種

人材紹介会社

ロバート・ウォルターズ (Robert Walters)

採用企業名

写真会社

求人ID

1506321

業種

電気・電子・半導体

雇用形態

正社員

勤務地

埼玉県

給与

1000万円～1200万円

勤務時間

お問い合わせください

休日・休暇

完全週休2日制, 土日祝日休み, 有給休暇

更新日

2024年12月24日 06:00

応募必要条件

キャリアレベル

エグゼクティブ・経営幹部レベル

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

A well-known photography company is looking for a Head of Customer Service. The selected candidate will lead a customer service team, manage inquiries, and coordinate communication between departments to ensure smooth operations.

The company is a leader in photographic and imaging services, specialising in automated photo booth solutions across Japan. With a strong commitment to quality and innovation, it has established itself as a reliable provider in the industry, enhancing convenience for a wide range of customers.

Keywords:

カスタマーサービス, チーム管理, 電話応対, プロジェクト管理, KPI分析, 苦情対応, 顧客対応, トラブルシューティング, 求人, 外資系

2123130/001

Responsibilities:

- Manage a variety of customer inquiries for B2B and B2C clients
- Report and analyse KPI data
- Coordinate machine repairs and update machine information
- Handle phone calls during peak times and create reports
- Assign teamwork shifts and implement new systems for efficiency
- Troubleshoot issues and handle complex complaints
- Lead and manage customer service staff

Requirements:

- More than 5 years of experience as a Customer Service Manager
- Proven leadership experience managing teams with multiple members
- High-level telephone and complaint-handling skills
- Project management skills
- Native level Japanese; business level English

会社説明

We've been a driving force in the Japanese bilingual recruitment market, providing high quality candidates for our clients and access to the best jobs for over 20 years. We operate a team-based profit share system which, we believe, sets us apart from the majority of competitors by enabling us to always put the interests of our clients and candidates first. That means we can find the best fit for employer and job seeker, and we never push people into unsuitable roles.