

MichaelPage

www.michaelpage.co.jp

Customer Service Manager for Travel Company 8.5M JPY

Service 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

1516636

業種

旅行・観光

雇用形態

正社員

勤務地

東京都 23区

給与

600万円 ~ 850万円

更新日

2025年02月19日 08:01

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

Oversee daily operations, team leadership, and cross-departmental collaboration to enhance customer experience, manage complaints, maintain quality assurance standards, and analyze feedback for continuous improvement. Lead human resources initiatives, including mentoring, performance reviews, and succession planning, while supporting client relations, handling escalations, and ensuring operational efficiency in finance and administration.

Client Details

A dynamic and innovative organization recognized for delivering exceptional customer support and creating memorable experiences. Focused on continuous improvement and fostering collaboration, it is dedicated to providing advanced solutions for clients and driving outstanding customer satisfaction.

Description

- Oversee daily operations of the Service Excellence team and lead team meetings.
- Maintain VoC initiatives and collaborate across departments to improve satisfaction.
- Manage complaint handling and QA processes, ensuring adherence to SLA standards.
- Analyze and report feedback to drive service improvements and enhance QA consistency.
- Conduct performance reviews, mentor team members, and set OKRs for the team.

- Focus on talent retention, succession planning, and alignment with HR policies.
- Act as a liaison with corporate clients, handling escalations and strengthening partnerships.
- Support service improvements and attend client meetings to address concerns.
- Manage complaint-related costs and ensure compliance with acknowledgment processes.
- Coordinate with finance and HR teams to maintain operational efficiency.

Job Offer

Work Hours: 8am-5pm, 9am-6pm, 10am-7pm, or 11am-8pm (Monday to Friday; weekends and public holidays off)

WFH Option: 2-3 days a week, after probation period

Salary: Up to 8.5M JPY (based on 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

A successful CS Manager should have:

- Native Level in Japanese and Fluency in English
- Minimum 2 years people management experience in call center, inhouse or related industry
- Amenable to work onsite in Tokyo office
- Knowledge in KPI Management, improvement plan and escalations handling

会社説明

Customer Service Manager for Travel Company