

MichaelPage

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Customer Service Manager - Corporate Travel

Customer Service Manager up to 11M JPY

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

1517529

業種

旅行・観光

雇用形態

正社員

勤務地

東京都 23区

給与

800万円 ~ 1100万円

更新日

2025年01月27日 17:36

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 contact center operations, ensure KPIs, quality, and service alignment. Collaborate on system integration, train teams, and prioritize client satisfaction.

Client Details

A global leader in the travel services industry, providing comprehensive solutions such as hotel bookings, airline tickets, and transportation services to customers worldwide.

Description

- Oversee customer contact center operations, ensuring KPIs are met and service quality standards are maintained.
- Manage shift schedules and monitor service levels, taking appropriate action when needed.
- Support system integration and procedure implementation, training teams and monitoring performance.
- Collaborate with management to align with strategic goals and implement system and policy updates.
- Analyze performance trends, identify gaps, and develop actionable solutions.
- Serve as a liaison between operations and business teams, prioritizing client needs and values.

Job Offer

- An estimated salary range of 8M-11M JPY
- Work from home options to support a balanced lifestyle.
- Opportunities for professional growth within the Leisure, Travel & Tourism industry.
- A supportive and collaborative work environment in a Tokyo-based company.
- Company-wide recognition for outstanding performance.

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 Service Manager should have:

- Japanese Proficiency, Fluent in English, Chinese proficiency is a plus
 - Minimum 2 years people management in customer service, call center or inhouse
 - Amenable to work onsite in Tokyo Office
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会社説明

Customer Service Manager - B2B Travel