

MichaelPage

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## Senior Operations Manager - BPO/Outsourcing

## Senior Operations Manager 10 M 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

1518917

## 業種

その他

## 雇用形態

正社員

## 勤務地

東京都 23区

## 給与

700万円 ~ 1000万円

## 更新日

2025年01月30日 16:23

## 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

短大卒：準学士号

## 現在のビザ

日本での就労許可が必要です

## 募集要項

We're seeking a Senior Operations Manager for our international BPO company to oversee call center operations, drive business development, and manage KPIs, costs, and budgeting. This role requires native-level Japanese and fluent English skills, with responsibilities including stakeholder management and strategic planning.

## Client Details

Join a leading international BPO company with a global presence, offering a comprehensive range of services including customer care, technical support, customer acquisition, digital solutions, analytics, and back-office support.

## Description

- Oversee and manage various operational aspects of the call center, handling multiple accounts.
- Drive business development initiatives to expand client base and service offerings.
- Develop, monitor, and improve KPIs to ensure optimal performance and efficiency.
- Manage cost and budgeting processes to align with financial goals.
- Enhance stakeholder relationships and manage client expectations.
- Implement strategic plans for operational improvements and process enhancements.
- Collaborate with international clients, utilizing strong English communication skills.

**Job Offer**

**Salary:** Up to 10M JPY - negotiable depends on your experience

**Location:** Tokyo 23 wards, Hybrid setup (up to 5 days in the office per month, subject to change)

To apply online please click the 'Apply' button below. For a confidential discussion about this role please contact Michelle Rosette on +813 6832 8698.

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## スキル・資格

**Requirements:**

- Native-level proficiency in Japanese and fluent in English.
  - Minimum of 2-3 years of experience in call center management.
  - Proven expertise in stakeholder management.
  - Strong business development and strategic planning skills.
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## 会社説明

## About the Company:

Join a leading international BPO company with a global presence, offering a comprehensive range of services including customer care, technical support, customer acquisition, digital solutions, analytics, and back-office support.