

MichaelPage

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## Call Center Manager - Hardware

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## 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

1523754

## 業種

その他

## 雇用形態

正社員

## 勤務地

東京都 23区

## 給与

1000万円 ~ 1200万円

## 更新日

2025年02月26日 10:06

## 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

As a Customer Service Manager, you will oversee outsourced call centers, manage customer issues, and lead a team to ensure exceptional service. You'll collaborate across departments to improve processes and shape customer service offerings, with potential for global impact.

## Client Details

We are a leading company in the robotics industry, known for innovation and top-tier products.

## Description

- Oversee outsourced call centers and manage customer service operations.
- Lead and support a small team to resolve customer inquiries and issues.
- Collaborate with cross-functional departments to enhance customer service processes.
- Drive improvements for call centers, repair centers, and overall customer experience.
- Shape new service offerings and support business growth in Japan and beyond.

## Job Offer

Salary: Up to 12M JPY + 15% incentive

- Location: Tokyo 23 wards
- Work Hours: Monday-Friday, 9 AM - 6 PM (Flexible work arrangement, work from home as much as you want)

#### Benefits

- Flexible Work Arrangement: Work from home every day if you wish. Office is available if preferred
- Welcome Gift: New hires receive the latest product for free and can purchase products at a discounted rate
- Defined Contribution (DC) Plan: Eligible
- Paid Holidays:
  - o First Year - 10 days (depending on start date)
  - o Second Year - 11 days, increasing by 1 day per year thereafter
  - o Special Leave - 1 paid holiday for your birthday
- Summer Vacation: 3 days (available from July to the end of October)
- Standard Japanese Benefits: Includes transportation allowance, healthcare, pension, and other statutory benefits

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

- Proven experience in people management within BPO/contact centers.
- Background in the hardware or manufacturing industry.
- Strong problem-solving and customer service skills.
- Ability to manage and optimize customer service operations.
- Experience collaborating with internal teams to improve service delivery.
- Native-level in Japanese and Fluency in English

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#### 会社説明

Call Center Manager up to 12M JPY