

MichaelPage

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20M JPY - Country Lead - E-commerce start-up

Country Lead - up to 20M 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

1524039

業種

その他

雇用形態

正社員

勤務地

東京都 23区

給与

1200万円 ~ 2000万円

更新日

2025年02月28日 20:52

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

The Country Lead - Partner Support Operations will oversee and optimize BPO vendor management and drive service quality strategies to ensure exceptional support for customers, sellers, and creators. This role involves leading a high-performing team, managing performance metrics, and collaborating with cross-functional teams to enhance operational efficiency and business performance.

Client Details

Start-up E-commerce

Description

- Team Leadership: Build and manage a team of customer service experts, operations managers, vendor relationship leads, and knowledge management specialists, ensuring they deliver outstanding support to customers, sellers, and creators.
- Strategic Service Management: Develop and lead strategies to improve service delivery across contact centers, ensuring cross-team alignment and goal execution.
- BPO Vendor Management: Oversee and guide external service providers to meet service performance standards, ensuring a consistent and exceptional experience for all stakeholders.

- Training & Development: Lead initiatives to enhance contact center training, quality, and knowledge sharing across teams, ensuring all staff are equipped for success.
- Business Performance & Analysis: Drive performance analysis, identify key opportunities for improvement through data dashboards, and collaborate with regional teams to optimize operations.
- Performance Reviews & Reporting: Regularly represent your team's performance, preparing for business reviews and identifying actionable strategies to enhance outcomes.
- Process Improvement: Lead projects focused on enhancing governance, efficiency, and organizational capabilities for long-term growth and success.
- Escalation Management: Effectively manage escalations and solve complex issues with flexibility and attention to detail.

Job Offer

Work Hours: Monday - Friday, 9 AM - 6 PM

Salary: up to 20M JPY

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

- Minimum 8-12 years of customer operations, BPO vendor management, and workforce optimization.
- Demonstrated leadership experience in building and managing high-performing teams, with expertise in coaching, performance management, and team development.
- Ability to foster strong relationships with senior stakeholders, leveraging data-driven insights to solve problems and enhance operational performance.
- Native-level in Japanese and Fluent in English

会社説明

E-commerce Start up