

MichaelPage

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15M Base + Bonus - Customer Service Director

Customer Service Director - Ecommerce

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

1526603

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 ~ 1500万円

更新日

2025年03月13日 17:31

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 Customer Service Director will lead and enhance BPO vendor management while implementing service quality strategies to deliver outstanding support for customers, sellers, and creators. This role includes overseeing a high-performing team, monitoring performance metrics, and working closely with cross-functional teams to improve operational efficiency and drive business success.

Client Details

Start-up E-commerce

Description

- **Team Leadership:** Recruit, develop, and manage a team of customer service professionals, including operations managers, vendor relationship leads, and knowledge management specialists, to deliver exceptional support to customers, sellers, and creators.
- **Strategic Service Management:** Design and execute strategies to enhance service delivery across contact centers, ensuring alignment across teams and effective goal implementation.
- **BPO Vendor Management:** Oversee and collaborate with external service providers to uphold service performance standards, ensuring a seamless and high-quality experience for all stakeholders.

- **Training & Development:** Lead initiatives to improve contact center training, quality assurance, and knowledge sharing, equipping teams with the tools needed for success.
- **Business Performance & Analysis:** Analyze performance metrics, identify areas for improvement using data dashboards, and work with regional teams to optimize operations.
- **Performance Reviews & Reporting:** Monitor and report on team performance, prepare for business reviews, and develop actionable strategies to drive continuous improvement.
- **Process Improvement:** Lead initiatives to enhance governance, efficiency, and organizational capabilities, ensuring sustainable growth and operational excellence.
- **Escalation Management:** Handle escalations effectively, resolving complex issues with a detail-oriented and flexible approach.

Job Offer

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

Salary: up to 15M Base + Bonus + RSU

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

- 8-12 years of experience in customer operations, BPO vendor management, and workforce optimization.
- Proven leadership in building and managing high-performing teams, with expertise in coaching, performance management, and team development.
- Strong ability to build relationships with senior stakeholders, utilizing data-driven insights to drive problem-solving and operational improvements.
- Native-level proficiency in Japanese and fluency in English.

会社説明

E-commerce Start up