

MichaelPage

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Call Center Manager - Tokyo

Call Center Manager - Hardware

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

1528106

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03月21日 17:34

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.

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

会社説明

Call Center Manager up to 12M JPY