

Job Detail

Senior Level

Position Title	Urgently hiring: Team Leader Position for Customer Support at Major E-Commerce Site
Company Name	TECH MAHINDRA Limited
Activated / Updated	2024-04-18 / 2024-04-18
Job Type	Customer Service - Customer Support Customer Service - Telemarketing/Telesales Customer Service - Call Centre Manager/SV
Industry	Outsourcing
Location	Asia Japan Kanagawa
Job Description	<p>~Attractive points~</p> <ul style="list-style-type: none"> ★Global environment ★Learn management skills ★Use your English skills ★Business casual is OK ★OJT training available <p>【Job description】 As an operations team leader in a project related to a major EC company, you will be responsible for a wide range of tasks, including achieving the customer service team's goals and effectively coaching them, achieving the team's KPIs and KRAs, training and motivating members, and communicating with clients.</p> <ul style="list-style-type: none"> • Collaborate with peers, superiors and quality team to facilitate team to achieve KPIs • Motivate, develop and guide team members in changing environment • Monitor transactions and provide qualitative/constructive feedback to team members • Develop team members to be cooperative by creating learning opportunities • Attend client concours and coordination sessions <p>*You will be managing a team of 10-20 members *You may need to use English to communicate with superiors and overseas teams</p> <p>【Key Results (KRA)】</p> <ul style="list-style-type: none"> • Achieve various internal and external KPI targets • Reduce turnover and promote team bonding within the team • Ensure employees are highly motivated and perform to the required standards
Company Info	<p>【About Tech Mahindra】</p> <p>- Our Vision - We will continue to RISE to be an agile, customer-centric and purpose-led company delivering best-in-class technology led business solutions for our stakeholders.</p> <p>- We Are What We Do - Tech Mahindra offers innovative and customer-centric digital experiences, enabling enterprises, associates, and society to Rise for a more equal world, future readiness, and value creation. It is a USD 6.5+ billion organization with 146,000+ professionals across 90 countries helping 1250+ global customers, including Fortune 500 companies. It is focused on leveraging next-generation technologies including 5G, Metaverse, Blockchain, Quantum Computing, Cybersecurity, Artificial Intelligence, and more, to enable end-to-end digital transformation for global customers. It is the first Indian company in the world to have been awarded the Sustainable Markets Initiative's Terra Carta Seal, which recognises global companies that are actively leading the charge to create a climate and nature-positive future. It is the fastest growing brand globally in 'brand value rank' and among the top 7 IT brands globally in brand strength with AA+ rating. With its NXT.NOWTM framework, Tech Mahindra aims to enhance 'Human Centric Experience' for its ecosystem and drive collaborative disruption with synergies arising from a robust portfolio of companies. It aims at delivering tomorrow's experiences today and believes that the 'Future is Now'.</p>

	<p>【About Mahindra Group】 Tech Mahindra is part of the Mahindra Group, founded in 1945, one of the largest and most admired multinational federation of companies with 260,000 employees in over 100 countries. It enjoys a leadership position in farm equipment, utility vehicles, information technology, and financial services in India and is the world's largest tractor company by volume. It has a strong presence in renewable energy, agriculture, logistics, hospitality, and real estate. The Mahindra Group has a clear focus on leading ESG globally, enabling rural prosperity and enhancing urban living, with a goal to drive positive change in the lives of communities and stakeholders to enable them to Rise.</p> <p>【Measures against passive smoking at Minatomirai office】 *Smoking rooms available (equipped with ventilation fans)</p>
Working Hours	<p>【Shift work】 9 hours/day with 1 hour break 5 days a week</p>
Qualifications	<p><Mandatory Requirements> - Education: Vocational school graduate or above - Experience: At least 1 year of team leader or management experience in customer support or call center - Language skills: Japanese and English at a level that can be used for work</p> <p><Preferred conditions> - Experience in the EC industry</p>
English Level	Business Conversation Level (TOEIC 735-860)
Japanese Level	Fluent(JLPT Level 1 or N1)
Salary	JPY - Japanese Yen JPY 4500K - JPY 6000K
Salary Description	<p>【Employee Benefits】 - Full social security coverage (employment, workers' compensation, health, and welfare pension insurance) - Free online courses - Free drinks * Water, tea, and coffee are free all day in the office, and draft beer is all-you-can-drink from 16:00 to 20:00</p>
Holiday Description	<p>【Leaves】 - Paid leave - Sick leave - Bereavement leave - Maternity leave - Childcare leave - Birthday of Spouse leave</p> <p>★ It is possible to take more than 5 consecutive days of leave. ◎Many employees use their paid vacation days to go on log trips, both within the country and abroad.</p>
Job Contract Period	1 year fixed contract (subject for extension)
Nearest Station	<ul style="list-style-type: none"> • 5 minutes walk from Minatomirai Station on the Minatomirai Line • 10 minutes walk from Sakuragicho Station on the JR Keihin Tohoku Line