

Job Detail

Manager Level

Position Title	Urgently hiring: Training Manager 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 IT (Other) - Other
Industry	Outsourcing
Location	Asia Japan Kanagawa
Job Description	<p>~Attractive points~</p> <ul style="list-style-type: none"> ★Can work in a team ★Can use English ★Promotion system available <p>【Job description】</p> <p>Design and implement effective training programs for inexperienced and experienced employees, and improve the company's training strategy and results.</p> <ul style="list-style-type: none"> -Manage in-house trainers (work instructions, training) -Training for new employees upon joining the company, creating training requirements for inexperienced employees -Review and improve manuals and business processes -Client support (meetings with companies, business improvements, negotiations, etc.) <p>*Use two languages, Japanese and English, during work</p>
Company Info	<p>【About Tech Mahindra】</p> <p>- Our Vision -</p> <p>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 -</p> <p>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】</p> <p>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】</p>

	*Smoking rooms available (equipped with ventilation fans)
Working Hours	<p>【Shift work】 9 hours a day (8 hours work, 1 hour break) 5 days a week</p> <p>*Depending on the situation and project, you may be asked to work a flexible schedule (such as working on weekends and holidays)</p>
Qualifications	<p><Mandatory Requirements></p> <ul style="list-style-type: none"> - University graduate or above - Native-level skills in both Japanese and English - Experience in training and human resource development - Experience in proactively identifying key skills that will be needed in the future and designing and implementing effective training programs based on those
English Level	Fluent (TOEIC 865-)
Japanese Level	Fluent(JLPT Level 1 or N1)
Salary	JPY - Japanese Yen JPY 6000K - JPY 9000K
Salary Description	<p>【Employee Benefits】</p> <ul style="list-style-type: none"> - Full social security coverage (employment, workers' compensation, health, and welfare pension insurance) - Free online courses - Free drinks <p>* 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】</p> <ul style="list-style-type: none"> - Paid leave - Sick leave - Bereavement leave - Maternity leave - Childcare leave - Birthday of Spouse leave <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>
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