

Job Detail

Executive Level

Position Title	Team Lead - Bilingual (Technical Support)
Recruiter Company	Fidel Consulting KK
Company Name	Company name is private
Activated / Updated	2024-03-06 / 2024-03-06
Job Type	IT (PC, Web, Unix) - Database SE IT (PC, Web, Unix) - Tech Lead/Lead Engineer IT (Mainframe) - Application SE
Industry	
Location	Asia Japan Tokyo
Job Description	<p>Client interfacing. Manage the overall performance of a team of customer service representatives. Day-to-day team management in accordance with requirements and SLAs. Prompt identification and resolution of issues including implementation of preventative measures. Provide high-quality agent coaching to ensure proper understanding of products and services, compliance in client's policies, and delivery of the best customer service Recruits, selects, hires, and trains new personnel and prepares them to respond to customer questions and complaints Provide exceptional people management, mentorship, and career development to members of your team, achieve low attrition levels and high employee engagement Drive team to deliver continuous improvement and productivity/quality gains. Perform quality controls and monitor production KPI's, prepare reports and analyze data for your team Ability to develop and implement strategic processes to increase consistency and promote overall growth of the project.</p>
Company Info	<p>One of the world's leading professional services companies, transforming clients' business, operating and technology models for the digital era. Their unique industry-based, consultative approach helps clients envision, build and run more innovative and efficient businesses. Headquartered in the U.S., this company is one of the Fortune 500 companies and is consistently listed among the most admired companies in the world.</p> <p>[Passive smoking measures] Indoor smoking Designated smoking area</p>
Qualifications	<p>Business in English and Japanese as outlined in Language Proficiencies above. Superior oral and written communication skills 3+ years of experience in team management, managing 10+ FTE Experience in leading teams in customer support via voice and chat support or a call center environment Advanced customer focus and customer service skills As this position is managing the team of customer service representatives, we expect this Team Manager to also possess some technical skills in applications: Understanding log analysis using network tools such as Fiddler, HAR Analyzer, browser developer tools, or similar. -Understanding of modern markup and programming languages such as XML, JavaScript/jQuery, or similar. Knowledge of troubleshooting in a web-based environment, including HTTP, JSON, IIS, HTML, and CSS-Familiarity with Jira and Salesforce for case management. Exceptional training and coaching skills to motivate employees Have a full understanding of creating and implementing scheduling and task distribution Excited to be part of a global operations team, design effective business operations, tackle complex problems, and develop individual team members. Japanese Languages: Japanese Native level and English Business level Required</p>
English Level	Business Conversation Level (TOEIC 735-860)

Japanese Level	Native Level
Salary	JPY - Japanese Yen JPY 8000K - JPY 9000K
Holiday Description	Insurances Commuting allowance Business trip allowance Sports facilities and recreation facilities Educational training / Overseas training system (OJT) Group life insurance Casual clothes allowed (office casual)

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