

Job Detail

Staff Level

Position Title	English/Supervisor (customer support and monitoring operations management) [Leading company in the internet security industry]
Recruiter Company	Global Leaf Co., Ltd.
Company Name	Company name is private
Activated / Updated	2024-01-16 / 2024-04-09
Job Type	Sales/AE - Customer Success/Client Success Sales/AE - Public Relations/Partner Sales/Route Sales Customer Service - Call Centre Manager/SV
Industry	Outsourcing
Location	Asia Japan Tokyo
Job Description	<p>[Business overview] You will be working as an English-speaking supervisor at our company, which is a leading company in the internet security industry. Specifically, we will be responsible for operational management of operations (customer support, monitoring, etc.) entrusted to us by clients.</p> <p>[Specific job details] <ul style="list-style-type: none"> ■Operator management (main business) ■Business construction (When you first join the company, we will ask you to perform the work yourself to deepen your understanding, and once you become accustomed to it, we will ask you to respond) ■Productivity/quality management according to business manual and operational flow ■Team management (operation management, work escalation response, etc.) ■Earnings management (eventually, you will be responsible for managing the earnings of the overall business you are responsible for) ■Client support (various reporting matters, escalations, etc.) </p> <p>[Regarding the use of English] <ul style="list-style-type: none"> ■Creating reports in English for clients on a quarterly and monthly basis, and holding presentations for clients based on the reports. ■ Interpretation and Japanese translation of business materials provided by clients, etc. ■Chat communication with clients (may be requested depending on the team to which you are assigned) *The main use for work is reading and writing. </p> <p>[Charm/rewarding work] You can use English at work. Once you gain experience, there are many career path options, such as being able to negotiate with clients with discretion and being involved in multiple projects. This is a job that involves services that are commonly used on the Internet. By gaining experience, you can accumulate knowledge of the IT industry and even gain experience in organizational management. In addition, you will be able to acquire a managerial perspective on not only managing people but also managing numbers. </p>
Company Info	<p>[Company characteristics] Based on our industry-leading implementation track record, we support our customers' content by providing high-quality systems that include not only post monitoring services, but also consulting services and Internet reputation research services.</p> <p>【Business summary】 <ul style="list-style-type: none"> ■Blog/SNS/Bulletin board planning consulting ■Real-time posting monitoring service ■User support operations ■Online game customer support operations ■Compliance measures/rumor/trend investigation services ■Community site planning and site management agency services ■Advertisement screening agency service ■Personnel dispatch business </p>

Working Hours	9:00-18:00 (8 hours of actual work, some shift work may be required)
Qualifications	<p>[Required skills/experience]</p> <ul style="list-style-type: none"> ■ Those who have experience using English in business (Experience in client negotiations and writing business emails and documents in English) *For foreign nationals, Japanese business level or above (Person who has Japanese language skills who can carry out business communication without problems) <p>[Welcome skills/experience]</p> <ul style="list-style-type: none"> ■ Have experience using Excel for work, and experience using functions to aggregate and extract data. ■ Experience in leadership/management work in the sales service industry, etc. ■ Experience in call center or outsourcing industry
English Level	Business Conversation Level (TOEIC 735-860)
Japanese Level	Native Level
Salary	JPY - Japanese Yen JPY 4000K - JPY 5500K
Salary Description	<p>[Salary]</p> <p>Estimated annual income: 4.06 million yen to 5.45 million yen</p> <ul style="list-style-type: none"> ■ Estimated monthly salary: 227,000 yen to 305,000 yen *Includes 20 hours of fixed overtime per month. *Overtime will be paid in 1-minute increments. <p>[Various allowances/welfare benefits]</p> <ul style="list-style-type: none"> ■ Transportation expenses provided (up to 100,000 yen per month) ■ Qualification acquisition system ■ Recreation subsidy system ■ MVP system ■ Stockholding system ■ Influenza vaccination, etc. ■ Working from home (available to all employees) ■ Reduced working hours system (available to all employees) ■ Childbirth and childcare support system (available to all employees) ■ Training support system (available to all employees)
Holiday Description	<p>Complete 2-day work week (basically closed on Saturdays, Sundays, and holidays, with some shift work), 3-day summer vacation, year-end and New Year holidays</p> <p>Congratulatory and condolence leave, birthday leave, pre- and post-natal leave, childcare leave, annual paid leave</p>
Job Contract Period	Employment type: Full-time employee (indefinite term employment) Trial period: 3 months *There is no change in treatment during the trial period.