

Job Detail

Executive Level

Position Title	Vice President of Country Operations, Japan
Recruiter Company	KBI Consulting 合同会社
Company Name	Company name is private
Activated / Updated	2024-04-29 / 2024-05-08
Job Type	Executive - CEO/COO/CFO/CIO/CTO/Other Executive - Country Manager
Industry	Outsourcing
Location	Asia Japan Kanagawa
Job Description	<p>Responsibilities</p> <ul style="list-style-type: none"> • Develop and implement strategic plans for company's Japan business, aligned with the overall company strategy • Oversee all aspects of day-to-day operations, including customer service, sales, marketing, and finance • Ensure that the company meets its financial and operational goals. • Responsible for budget planning and driving budget achievement. • Build and maintain strong relationships with key stakeholders, including customers, partners, and government officials. • Attend Client meetings, drive and support Monthly and Quarterly business review actions with Site Operations • Represent the company at industry events and conferences. • Direct reports consist of HR Manager, TA Manager, Finance Manager, Site Manager, IT Manager, Learning and Development Manager. <ul style="list-style-type: none"> o Drive performance as well as initiative to continue to grow the company. • Stay up-to-date on the latest trends and developments in the customer experience industry.
Company Info	Modern office with progressive attitudes, youthful energy. Non-smoking office.
Working Hours	Office hours are 8am - 6pm, Monday to Friday
Qualifications	<p>Qualifications</p> <ul style="list-style-type: none"> • 10+ years of experience in a senior leadership role in a customer experience or business process outsourcing company. • Proven track record of success in developing and implementing strategic plans, leading teams, and achieving financial and operational goals. • Strong understanding of the Japanese market and business culture. • Excellent communication and interpersonal skills. • Ability to work independently and as part of a team <p>Desired Skills.</p> <ul style="list-style-type: none"> • Experience with customer experience management (CEM) and business process outsourcing (BPO). • Experience with lean management and continuous improvement (CI) methodologies. • Experience with Six Sigma and other quality improvement initiatives. • Experience with financial modeling and forecasting. • Experience with project management. • Should communicate confidently in Japanese and English with experience in both Japanese culture and Western culture.
English Level	Fluent (TOEIC 865-)
Japanese Level	Native Level
Salary	JPY - Japanese Yen JPY 15000K - JPY 20000K
Holiday Description	Five-Day Workweek Paid Holidays

