

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.• 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

