

Job Detail

Manager Level

Position Title	Operations Manager (BPO, Call Center)
Recruiter Company	KBI Consulting 合同会社
Company Name	Company name is private
Activated / Updated	2024-04-29 / 2024-05-21
Job Type	Customer Service - Call Centre Manager/SV IT (Other) - Project Manager Customer Service - Other
Industry	Outsourcing
Location	Asia Japan Kanagawa
Job Description	<p>What is your mission?</p> <p>You will help provide excellent service to our partner brands by:</p> <ul style="list-style-type: none"> ■ Manage and utilize metrics to drive positive change in areas such as service level agreements, productivity, customer satisfaction, quality, NPS, and contact rates. Collaborate with direct reports to learn from real-world situations and set and improve goals based on metrics. Manage your team's contribution to the customer experience budget and monitor costs and losses incurred. Work with leads to create strong connections with the entire team and leverage effective communication to ensure employee well-being and translate client missions into meaningful and clear goals. Collaborate with top leadership, direct reports, and other business partners to maintain ultimate responsibility for team building, recruiting, onboarding, and training. Leverage learning from team members to identify and advocate opportunities for product improvements that support team strategy and customer needs. Perform other duties and responsibilities as assigned by management within your employment category within the organization in order to effectively implement, maintain, and continuously improve the Company's quality management system.
Company Info	Modern workplace with progressive, youthful energy. No smoking in building.
Working Hours	Monday to Friday, 8am - 6pm
Qualifications	<p>Image of the person we are looking for:</p> <ul style="list-style-type: none"> Able to communicate smoothly with internal and external stakeholders A team player with a desire to improve and adapt to change. Able to think independently and solve problems even in unclear environments and situations. <p>*In order to carry out work, it is necessary to communicate closely with various project managers, leaders, and staff, so I work with an emphasis on communication and teamwork.</p> <p>Target people:</p> <ul style="list-style-type: none"> • Experience and knowledge in call center or BPO industry • Business level English proficiency • 8 years of work experience in a related field is desirable. (At least 5 years of work experience) <p>-Knowledge of customer satisfaction, Net Promoter Score, and quality programs</p> <ul style="list-style-type: none"> • Organizational management and time management skills • Effective facilitation skills in meetings with clients and staff <p>-Excellent oral and written communication skills in English and supporting market languages.</p> <p><Application qualifications/Application conditions></p> <p>■Required conditions</p> <ul style="list-style-type: none"> • Japanese proficiency (native), English proficiency (business level ~) • Management experience

English Level	Fluent (TOEIC 865-)
Japanese Level	Native Level
Salary	JPY - Japanese Yen JPY 7000K - JPY 8000K
Salary Description	Commuting/ Transportation Allowance Social Insurance
Nearest Station	Yokohama Station, East Exit

Copyright © Human Global Talent Co., Ltd. All rights reserved.