

## 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"> <li>■ Manage and utilize metrics to drive positive change in areas such as service level agreements, productivity, customer satisfaction, quality, NPS, and contact rates. <ul style="list-style-type: none"> <li>Collaborate with direct reports to learn from real-world situations and set and improve goals based on metrics.</li> <li>Manage your team's contribution to the customer experience budget and monitor costs and losses incurred.</li> <li>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.</li> <li>Collaborate with top leadership, direct reports, and other business partners to maintain ultimate responsibility for team building, recruiting, onboarding, and training.</li> <li>Leverage learning from team members to identify and advocate opportunities for product improvements that support team strategy and customer needs.</li> <li>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.</li> </ul> </li> </ul>
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"> <li>Able to communicate smoothly with internal and external stakeholders</li> <li>A team player with a desire to improve and adapt to change.</li> <li>Able to think independently and solve problems even in unclear environments and situations.</li> </ul> <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"> <li>• Experience and knowledge in call center or BPO industry</li> <li>• Business level English proficiency</li> <li>• 8 years of work experience in a related field is desirable. (At least 5 years of work experience)</li> </ul> <p>-Knowledge of customer satisfaction, Net Promoter Score, and quality programs</p> <ul style="list-style-type: none"> <li>• Organizational management and time management skills</li> <li>• Effective facilitation skills in meetings with clients and staff</li> </ul> <p>- Excellent oral and written communication skills in English and supporting market languages.</p> <p>&lt;Application qualifications/Application conditions&gt;</p> <ul style="list-style-type: none"> <li>■ Required conditions <ul style="list-style-type: none"> <li>• Japanese proficiency (native), English proficiency (business level ~)</li> <li>• Management experience</li> </ul> </li> </ul>

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

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