

Job Detail

Manager Level

Position Title	Customer Support Manager for Big Financial Company
Recruiter Company	Michael Page International Japan K.K./マイケル・ページ・インターナショナル・ジャパン株式会社
Company Name	Company name is private
Activated / Updated	2024-05-02 / 2024-05-02
Job Type	Customer Service - Call Centre Manager/SV
Industry	Finance - Other
Location	Asia Japan Tokyo
Job Description	<p>The Customer Support Manager will be responsible for leading contact center members, reporting on KPIs, managing complaint handling, and organizing and planning business improvement measures.</p> <p>Description</p> <p>The Customer Support Manager will be responsible for leading contact center members, reporting on KPIs, managing complaint handling, and organizing and planning business improvement measures.</p> <p>Among the main responsibilities:</p> <ul style="list-style-type: none"> * KPI analysis and implementation of measures to improve support quality * Communicate directly with internal departments to proactively improve operations * Secure and manage resources based on contact center strategy and budget * Setting performance targets for the team and performance management of SVs * Aggregation and analysis of VOC and internal reporting * Improving the efficiency of business processes <p>Profile</p> <p>The Tokyo Team is looking for an experienced manager candidates, ideally with good knowledge of the financial services industry. Among the main requirements:</p> <ul style="list-style-type: none"> * Management experience in a contact center (telephone, chat, e-mail, etc.) (3+ years as a general guideline) * Experience in analyzing KPIs and implementing operational improvements that led to enhanced results * Experience in quality management in customer support * Experience in training managing temporary staff * A plus if candidates have experience in the financial field such as life insurance, asset management, etc., or in the fintech industry. <p>With some degree of flexibility about the above, if you think you have the right set of skills for the job, the company would love to hear from you.</p> <p>Job Offer</p> <ul style="list-style-type: none"> * Very flexible work environment * Chance to directly impact the business * Employee development: provision of materials and financial study sessions conducted by in-house professionals <p>To apply online please click the 'Apply' button below. For a confidential discussion about this role please contact Davide Capretta at +81 3 6832 8675.</p>
Company Info	The company is a big Fintech firm that provides investment and asset management advisory services.

Qualifications	<p>The Tokyo Team is looking for an experienced manager candidates, ideally with good knowledge of the financial services industry. Among the main requirements:</p> <ul style="list-style-type: none"> - Management experience in a contact center (telephone, chat, e-mail, etc.) (3+ years as a general guideline) - Experience in analyzing KPIs and implementing operational improvements that led to enhanced results - Experience in quality management in customer support - Experience in training managing temporary staff - A plus if candidates have experience in the financial field such as life insurance, asset management, etc., or in the fintech industry. <p>With some degree of flexibility about the above, if you think you have the right set of skills for the job, the company would love to hear from you.</p>
English Level	Business Conversation Level (TOEIC 735-860)
Japanese Level	Native Level
Salary	JPY - Japanese Yen JPY 8000K - JPY 13000K