

## Job Detail

Staff Level

Position Title	Escalation Manager up to 6M JPY
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 - Customer Support
Industry	Tourism/Hotels, Lodging/Restaurant, Food Services
Location	Asia Japan Tokyo
Job Description	<p>Are you passionate about turning unhappy customers into raving fans? Do you thrive in environments where you can lead and guide teams towards delivering exceptional support? We're looking for a dynamic Escalation Manager Stand Alone to join our team and champion customer satisfaction like never before.</p> <p>Description</p> <p>Responsibilities:</p> <ul style="list-style-type: none"><li>* Take charge of top-tier support for members expressing dissatisfaction or providing detractor scores in our NPS survey.</li><li>* Oversee the management of complaints by providing guidance to Customer Support teams, Team Managers, and related roles through effective quality assurance, coaching, and training programs.</li><li>* Drive success metrics by reducing personal escalations, decreasing refunds and gestures, and increasing member retention post-resolution.</li><li>* Actively and transparently receive newly raised complaints assigned by Managers, VoC team, or Feedback Inbox, and oversee their management through to resolution.</li><li>* Take ownership of complaints, ensuring successful resolution and escalation in accordance with company and Corporate Service Level Agreements (SLAs).</li><li>* Demonstrate a comprehensive understanding and knowledge of corporate client SLAs and service deliverables.</li><li>* Accurately document all owned complaints by the third working day of the following month.</li><li>* Extract valuable insights from member complaints to continually enhance our service delivery.</li><li>* Identify and propose enhancements to complaint handling processes and efficiency measures.</li><li>* Be readily available via phone and email to receive urgent complaints and escalations.</li></ul> <p>Profile</p> <ul style="list-style-type: none"><li>* Demonstrated effectiveness in handling phone-based complaints from Japanese clientele.</li><li>* Proficiency in project management and implementing organizational changes.</li><li>* Previous involvement in positions where success hinges on the capacity to coach or influence others.</li><li>* Background in contributing to a high-performing management team.</li></ul> <p>Job Offer</p> <p>Benefits:</p> <ul style="list-style-type: none"><li>* Hybrid work environment.</li><li>* International work culture.</li><li>* Work from anywhere in the world: 2 months per year, with a maximum of 4 weeks at a time, twice annually.</li><li>* Paid holidays: 10 days per year.</li><li>* Reach 5th year milestone and enjoy 1 month of holiday.</li><li>* Additional 9,000 JPY monthly WFH allowance for remote work.</li></ul>

	To apply online please click the 'Apply' button below. For a confidential discussion about this role please contact Michelle Rosette on +813 6832 8698.
Company Info	Travel Management European Company.
English Level	Fluent (TOEIC 865-)
Japanese Level	Native Level
Salary	JPY - Japanese Yen JPY 4000K - JPY 6000K

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