

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"> * Take charge of top-tier support for members expressing dissatisfaction or providing detractor scores in our NPS survey. * 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. * Drive success metrics by reducing personal escalations, decreasing refunds and gestures, and increasing member retention post-resolution. * Actively and transparently receive newly raised complaints assigned by Managers, VoC team, or Feedback Inbox, and oversee their management through to resolution. * Take ownership of complaints, ensuring successful resolution and escalation in accordance with company and Corporate Service Level Agreements (SLAs). * Demonstrate a comprehensive understanding and knowledge of corporate client SLAs and service deliverables. * Accurately document all owned complaints by the third working day of the following month. * Extract valuable insights from member complaints to continually enhance our service delivery. * Identify and propose enhancements to complaint handling processes and efficiency measures. * Be readily available via phone and email to receive urgent complaints and escalations. <p>Profile</p> <ul style="list-style-type: none"> * Demonstrated effectiveness in handling phone-based complaints from Japanese clientele. * Proficiency in project management and implementing organizational changes. * Previous involvement in positions where success hinges on the capacity to coach or influence others. * Background in contributing to a high-performing management team. <p>Job Offer</p> <p>Benefits:</p> <ul style="list-style-type: none"> * Hybrid work environment. * International work culture. * Work from anywhere in the world: 2 months per year, with a maximum of 4 weeks at a time, twice annually. * Paid holidays: 10 days per year. * Reach 5th year milestone and enjoy 1 month of holiday. * Additional 9,000 JPY monthly WFH allowance for remote work.

	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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