

Job Detail

Staff Level

Position Title	Training Specialist - Customer Service 6M
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	IT - Other
Location	Asia Japan Tokyo
Job Description	<p>The Trainer Specialist for Customer Service at our gaming company is tasked with developing and implementing comprehensive training programs for our customer support teams, covering onboarding, product support, and game updates. This role involves assessing KPIs, identifying training needs, and creating engaging materials to enhance the team's performance and ensure top-tier customer satisfaction.</p> <p>Description</p> <ul style="list-style-type: none"> * Conducting comprehensive training programs for all customer service teams, covering onboarding, product support, game updates, and customer support. * Measuring key performance indicators (KPIs) such as CSAT and identifying areas for improvement. * Assessing training needs and developing training programs from scratch to address specific areas. * Creating engaging and effective training materials for both new and existing team members. <p>Profile</p> <p>To thrive in this role, you'll need:</p> <ul style="list-style-type: none"> * A minimum of 1 year of training experience in a contact center, in-house, IT company, or customer service setting. * Native-level proficiency in Japanese. * Fluent in English. <p>Job Offer</p> <ul style="list-style-type: none"> * Competitive salary with performance-based bonuses. * Opportunities for career growth and professional development. * A vibrant and inclusive work culture. * Health and wellness programs. <p>To apply online please click the 'Apply' button below. For a confidential discussion about this role please contact Michelle Rosette on +813 6832 8698.</p>
Company Info	Well-known Gaming Company
English Level	Business Conversation Level (TOEIC 735-860)
Japanese Level	Native Level
Salary	JPY - Japanese Yen JPY 3500K - JPY 6000K