

Job Detail

Staff Level

Position Title	Regional Customer Service Manager - up to 15M 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 - Call Centre Manager/SV
Industry	Tourism/Hotels, Lodging/Restaurant, Food Services
Location	Asia Japan Tokyo
Job Description	<p>We are seeking an experienced and dynamic Service Delivery Manager to lead our Customer Service (CS) operations in Japan. As part of the APAC Service Team, you will oversee a team of approximately 100 in-house employees based in Tokyo, Japan. This critical role is responsible for ensuring the highest level of service delivery to our Japanese-speaking customers across all Lines of Business within the company.</p> <p>Description</p> <ul style="list-style-type: none">* Lead and manage the day-to-day operations of the Japan CS center.* Develop and execute strategies to enhance customer satisfaction and loyalty.* Ensure the team meets and exceeds service level agreements (SLAs) and performance metrics.* Foster a culture of continuous improvement and operational excellence.* Collaborate with cross-functional teams to resolve customer issues and escalations.* Implement and monitor quality assurance programs to maintain service quality.* Provide coaching and development opportunities to team members.* Handle budgeting and resource allocation for the CS center. <p>Profile</p> <ul style="list-style-type: none">* Minimum of 10 years of people management experience in a customer service environment.* Native-level proficiency in Japanese is required.* Fluent in English (written and spoken).* Strong leadership and team-building skills.* Excellent communication and interpersonal abilities.* Proven track record of achieving and exceeding performance targets.* Experience in the travel industry is a plus. <p>Job Offer</p> <ul style="list-style-type: none">* Competitive salary and performance-based bonuses.* Comprehensive benefits package, including health insurance and retirement plans.* Opportunities for career growth and development within a global organization.* A supportive and inclusive work environment.* The chance to make a significant impact on the travel experiences of millions of customers. <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	Global Travel Company.
English Level	Fluent (TOEIC 865-)
Japanese Level	Native Level

Salary	JPY - Japanese Yen JPY 10000K - JPY 15000K
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