

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 1000K - JPY 1500K