

Job Detail

Staff Level

Position Title	Vendor Management - Insurance Repair Service Center
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 - Other
Industry	Insurance
Location	Asia Japan Tokyo
Job Description	<p>As the Repair Service Center Staff, you will be handling the operations of the BPO call center (B2C) that is in charge of taking customers inquiries related to the warranty of the purchased products.</p> <p>Description</p> <p>As the Repair Service Center Staff, you will be handling the operations of the BPO call center (B2C) that is in charge of taking customers inquiries related to the warranty of the purchased products. The main responsibilities involve:</p> <ul style="list-style-type: none"> - Communicating with the BPO manager about ways to improve the center operations including handling of KPIs, providing updated/new FAQs materials, manuals and talk scripts - Handling some escalated inquiries from the BPO (2 a day at most) - Establishing the outbound version of the call center to handle the following: Following up with customers about previous purchases; Checking for survey completion; etc. <p>Profile</p> <p>The Team in Tokyo is looking for candidates with a passion for improving the operations of a call center, and ideally with the following strengths / experiences:</p> <ul style="list-style-type: none"> * Customer Service (calls) experience * Experience in creating call center FAQs, talk scripts, etc. is a big advantage * PC skills: WORD, EXCEL, Power Point * University degree * Native level of Japanese <p>With some degree of flexibility about the above, if you think you have the right set of skills for the job, the company would love to hear from you.</p> <p>Job Offer</p> <ul style="list-style-type: none"> * Flexible environment and good work-life-balance * Leadership-driven job scope and career path <p>To apply online please click the 'Apply' button below. For a confidential discussion about this role please contact Davide Capretta at +81 3 6832 8675.</p>
Company Info	Our client is a multinational insurance corporation.
	The Team in Tokyo is looking for candidates with a passion for improving the operations of a call center, and ideally with the following strengths / experiences:

Qualifications	<ul style="list-style-type: none">-Customer Service (calls) experience-Experience in creating call center FAQs, talk scripts, etc. is a big advantage-PC skills: WORD, EXCEL, Power Point-University degree-Native level of Japanese
English Level	Business Conversation Level (TOEIC 735-860)
Japanese Level	Native Level
Salary	JPY - Japanese Yen JPY 5500K - JPY 8000K

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