

Job Detail

Staff Level

Position Title	Team Manager for Concierge Company in Tokyo!
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>The Team Manager will oversee 5-10 staff members, providing day-to-day management and coaching to drive performance and foster a positive work environment. Responsibilities include organizing shifts, conducting 1:1 coaching sessions, managing operations, and cultivating team morale and culture.</p> <p>Description</p> <p>Responsibilities:</p> <ul style="list-style-type: none">* Provide day-to-day team management, ensuring organization for shifts, planning allocation, and homepage management.* Conduct 1:1 support and coaching sessions, focusing on performance and development, with regular appraisals and ad-hoc catch-ups.* Manage other areas of operations including Quality Assurance (QA) and complaints handling.* Oversee team attendance, return to work meetings, overtime planning, and sign-off.* Support and drive career development plans for each employee.* Conduct business analysis using tools like Tableau to identify root causes and plan solutions.* Cultivate team morale and culture through praise, support, recognition, and encouragement. <p>Profile</p> <ul style="list-style-type: none">* Minimum 1 year people management experience in any customer facing role.* Experience in KPI management, coaching and/or training* Native level in Japanese and Fluent in English* Amenable to work in Shiftwork including weekends. <p>Job Offer</p> <p>Benefits:</p> <ul style="list-style-type: none">* Hybrid work environment upon passing probation* International work environment.* Work from anywhere in the world: Up to 2 months, with a maximum of 4 weeks per occasion, can be taken twice a year.* Paid holidays: 10 days per year.* Fifth-year milestone: 1 month holiday.* Work from home allowance: Additional 9,000 JPY monthly. <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 Concierge Company.
English Level	Fluent (TOEIC 865-)
Japanese Level	Native Level

Salary	JPY - Japanese Yen JPY 4500K - JPY 6500K