

## 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	2024-04-18 / 2024-04-18
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"><li>* Lead and manage the day-to-day operations of the Japan CS center.</li><li>* Develop and execute strategies to enhance customer satisfaction and loyalty.</li><li>* Ensure the team meets and exceeds service level agreements (SLAs) and performance metrics.</li><li>* Foster a culture of continuous improvement and operational excellence.</li><li>* Collaborate with cross-functional teams to resolve customer issues and escalations.</li><li>* Implement and monitor quality assurance programs to maintain service quality.</li><li>* Provide coaching and development opportunities to team members.</li><li>* Handle budgeting and resource allocation for the CS center.</li></ul> <p>Profile</p> <ul style="list-style-type: none"><li>* Minimum of 10 years of people management experience in a customer service environment.</li><li>* Native-level proficiency in Japanese is required.</li><li>* Fluent in English (written and spoken).</li><li>* Strong leadership and team-building skills.</li><li>* Excellent communication and interpersonal abilities.</li><li>* Proven track record of achieving and exceeding performance targets.</li><li>* Experience in the travel industry is a plus.</li></ul> <p>Job Offer</p> <ul style="list-style-type: none"><li>* Competitive salary and performance-based bonuses.</li><li>* Comprehensive benefits package, including health insurance and retirement plans.</li><li>* Opportunities for career growth and development within a global organization.</li><li>* A supportive and inclusive work environment.</li><li>* The chance to make a significant impact on the travel experiences of millions of customers.</li></ul> <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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