

## 求人情報

マネージャーレベル

ポジション名	Customer Support Manager for Big Financial Company
この求人情報の取扱い会社	マイケル・ページ・インターナショナル・ジャパン株式会社/Michael Page International Japan K.K.
企業名	会社名非公開
掲載開始・更新	2024-05-02 / 2024-05-02
職種	カスタマーサービス - コールセンター管理/オペレータ管理/スーパーバイザー
業種	その他金融
勤務地	アジア 日本 東京都
仕事内容	<p>The Customer Support Manager will be responsible for leading contact center members, reporting on KPIs, managing complaint handling, and organizing and planning business improvement measures.</p> <p>Description</p> <p>The Customer Support Manager will be responsible for leading contact center members, reporting on KPIs, managing complaint handling, and organizing and planning business improvement measures.</p> <p>Among the main responsibilities:</p> <ul style="list-style-type: none"> <li>* KPI analysis and implementation of measures to improve support quality</li> <li>* Communicate directly with internal departments to proactively improve operations</li> <li>* Secure and manage resources based on contact center strategy and budget</li> <li>* Setting performance targets for the team and performance management of SVs</li> <li>* Aggregation and analysis of VOC and internal reporting</li> <li>* Improving the efficiency of business processes</li> </ul> <p>Profile</p> <p>The Tokyo Team is looking for an experienced manager candidates, ideally with good knowledge of the financial services industry. Among the main requirements:</p> <ul style="list-style-type: none"> <li>* Management experience in a contact center (telephone, chat, e-mail, etc.) (3+ years as a general guideline)</li> <li>* Experience in analyzing KPIs and implementing operational improvements that led to enhanced results</li> <li>* Experience in quality management in customer support</li> <li>* Experience in training managing temporary staff</li> <li>* A plus if candidates have experience in the financial field such as life insurance, asset management, etc., or in the fintech industry.</li> </ul> <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"> <li>* Very flexible work environment</li> <li>* Chance to directly impact the business</li> <li>* Employee development: provision of materials and financial study sessions conducted by in-house professionals</li> </ul> <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>
企業について(社風など)	The company is a big Fintech firm that provides investment and asset management advisory services.
応募条件	<p>The Tokyo Team is looking for an experienced manager candidates, ideally with good knowledge of the financial services industry. Among the main requirements:</p> <ul style="list-style-type: none"> <li>- Management experience in a contact center (telephone, chat, e-mail, etc.) (3+ years as a general guideline)</li> <li>- Experience in analyzing KPIs and implementing operational improvements that led to enhanced results</li> <li>- Experience in quality management in customer support</li> <li>- Experience in training managing temporary staff</li> <li>- A plus if candidates have experience in the financial field such as life insurance, asset management,</li> </ul>

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英語能力	ビジネス会話 (TOEIC 735-860)
日本語能力	ネイティブレベル
年 収	日本・円 800万円 ~ 1300万円

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