

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"> * KPI analysis and implementation of measures to improve support quality * Communicate directly with internal departments to proactively improve operations * Secure and manage resources based on contact center strategy and budget * Setting performance targets for the team and performance management of SVs * Aggregation and analysis of VOC and internal reporting * Improving the efficiency of business processes <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"> * Management experience in a contact center (telephone, chat, e-mail, etc.) (3+ years as a general guideline) * Experience in analyzing KPIs and implementing operational improvements that led to enhanced results * Experience in quality management in customer support * Experience in training managing temporary staff * A plus if candidates have experience in the financial field such as life insurance, asset management, etc., or in the fintech industry. <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"> * Very flexible work environment * Chance to directly impact the business * Employee development: provision of materials and financial study sessions conducted by in-house professionals <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"> - Management experience in a contact center (telephone, chat, e-mail, etc.) (3+ years as a general guideline) - Experience in analyzing KPIs and implementing operational improvements that led to enhanced results - Experience in quality management in customer support - Experience in training managing temporary staff - A plus if candidates have experience in the financial field such as life insurance, asset management,

	etc., or in the fintech industry. 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.
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