

## 求人情報

スタッフレベル

ポジション名	Repair Service Center Staff for Multinational Insurance
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 - カスタマーサービス/カスタマーサポート
業 種	その他金融
勤務地	アジア 日本 東京都
仕事内容	<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"> <li>- 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</li> <li>- Handling some escalated inquiries from the BPO (2 a day at most)</li> <li>- Establishing the outbound version of the call center to handle the following: Following up with customers about previous purchases; Checking for survey completion; etc.</li> </ul> <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"> <li>* Customer Service (calls) experience</li> <li>* Experience in creating call center FAQs, talk scripts, etc. is a big advantage</li> <li>* PC skills: WORD, EXCEL, Power Point</li> <li>* University degree</li> <li>* Native level of Japanese</li> <li>* Good level of English would be a plus</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>* Flexible environment and good work-life-balance</li> <li>* Leadership-driven job scope and career path</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)	Our client is a multinational insurance corporation
応募条件	<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"> <li>-Customer Service (calls) experience</li> <li>-Experience in creating call center FAQs, talk scripts, etc. is a big advantage</li> <li>-PC skills: WORD, EXCEL, Power Point</li> <li>-University degree</li> <li>-Native level of Japanese</li> <li>-Good level of English would be a plus</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>
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 600万円 ~ 750万円