

求人情報

スタッフレベル

ポジション名	Escalation Manager up to 6M JPY
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	旅行・ホテル・レジャー・外食
勤務地	アジア 日本 東京都
仕事内容	<p>Are you passionate about turning unhappy customers into raving fans? Do you thrive in environments where you can lead and guide teams towards delivering exceptional support? We're looking for a dynamic Escalation Manager Stand Alone to join our team and champion customer satisfaction like never before.</p> <p>Description</p> <p>Responsibilities:</p> <ul style="list-style-type: none">* Take charge of top-tier support for members expressing dissatisfaction or providing detractor scores in our NPS survey.* Oversee the management of complaints by providing guidance to Customer Support teams, Team Managers, and related roles through effective quality assurance, coaching, and training programs.* Drive success metrics by reducing personal escalations, decreasing refunds and gestures, and increasing member retention post-resolution.* Actively and transparently receive newly raised complaints assigned by Managers, VoC team, or Feedback Inbox, and oversee their management through to resolution.* Take ownership of complaints, ensuring successful resolution and escalation in accordance with company and Corporate Service Level Agreements (SLAs).* Demonstrate a comprehensive understanding and knowledge of corporate client SLAs and service deliverables.* Accurately document all owned complaints by the third working day of the following month.* Extract valuable insights from member complaints to continually enhance our service delivery.* Identify and propose enhancements to complaint handling processes and efficiency measures.* Be readily available via phone and email to receive urgent complaints and escalations. <p>Profile</p> <ul style="list-style-type: none">* Demonstrated effectiveness in handling phone-based complaints from Japanese clientele.* Proficiency in project management and implementing organizational changes.* Previous involvement in positions where success hinges on the capacity to coach or influence others.* Background in contributing to a high-performing management team. <p>Job Offer</p> <p>Benefits:</p> <ul style="list-style-type: none">* Hybrid work environment.* International work culture.* Work from anywhere in the world: 2 months per year, with a maximum of 4 weeks at a time, twice annually.* Paid holidays: 10 days per year.* Reach 5th year milestone and enjoy 1 month of holiday.* Additional 9,000 JPY monthly WFH allowance for remote work. <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>
企業について(社風など)	Travel Management European Company.
英語能力	流暢 (TOEIC 865点以上)
日本語能力	ネイティブレベル
年 収	日本・円 400万円 ~ 600万円

