

## 求人情報

スタッフレベル

ポジション名	Training Specialist - Customer Service 6M
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IT関連
勤務地	アジア 日本 東京都
仕事内容	<p>The Trainer Specialist for Customer Service at our gaming company is tasked with developing and implementing comprehensive training programs for our customer support teams, covering onboarding, product support, and game updates. This role involves assessing KPIs, identifying training needs, and creating engaging materials to enhance the team's performance and ensure top-tier customer satisfaction.</p> <p>Description</p> <ul style="list-style-type: none"><li>* Conducting comprehensive training programs for all customer service teams, covering onboarding, product support, game updates, and customer support.</li><li>* Measuring key performance indicators (KPIs) such as CSAT and identifying areas for improvement.</li><li>* Assessing training needs and developing training programs from scratch to address specific areas.</li><li>* Creating engaging and effective training materials for both new and existing team members.</li></ul> <p>Profile</p> <p>To thrive in this role, you'll need:</p> <ul style="list-style-type: none"><li>* A minimum of 1 year of training experience in a contact center, in-house, IT company, or customer service setting.</li><li>* Native-level proficiency in Japanese.</li><li>* Fluent in English.</li></ul> <p>Job Offer</p> <ul style="list-style-type: none"><li>* Competitive salary with performance-based bonuses.</li><li>* Opportunities for career growth and professional development.</li><li>* A vibrant and inclusive work culture.</li><li>* Health and wellness programs.</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>
企業について(社風など)	Well-known Gaming Company
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 350万円 ~ 600万円