

求人情報

スタッフレベル

ポジション名	Team Manager for Concierge Company in Tokyo!
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>The Team Manager will oversee 5-10 staff members, providing day-to-day management and coaching to drive performance and foster a positive work environment. Responsibilities include organizing shifts, conducting 1:1 coaching sessions, managing operations, and cultivating team morale and culture.</p> <p>Description</p> <p>Responsibilities:</p> <ul style="list-style-type: none">* Provide day-to-day team management, ensuring organization for shifts, planning allocation, and homepage management.* Conduct 1:1 support and coaching sessions, focusing on performance and development, with regular appraisals and ad-hoc catch-ups.* Manage other areas of operations including Quality Assurance (QA) and complaints handling.* Oversee team attendance, return to work meetings, overtime planning, and sign-off.* Support and drive career development plans for each employee.* Conduct business analysis using tools like Tableau to identify root causes and plan solutions.* Cultivate team morale and culture through praise, support, recognition, and encouragement. <p>Profile</p> <ul style="list-style-type: none">* Minimum 1 year people management experience in any customer facing role.* Experience in KPI management, coaching and/or training* Native level in Japanese and Fluent in English* Amenable to work in Shiftwork including weekends. <p>Job Offer</p> <p>Benefits:</p> <ul style="list-style-type: none">* Hybrid work environment upon passing probation* International work environment.* Work from anywhere in the world: Up to 2 months, with a maximum of 4 weeks per occasion, can be taken twice a year.* Paid holidays: 10 days per year.* Fifth-year milestone: 1 month holiday.* Work from home allowance: Additional 9,000 JPY monthly. <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)	Global Concierge 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 450万円 ~ 650万円