



サービスデリバリーマネージャー 【海外のオフショアチームとクライアントのブリッジ対応】※英語必須

カスタマーエクスペリエンスに特化したソリューションプロバイダー | 世界7拠点で展開

Job Information

Hiring Company

SAI Digital

Job ID

1479432

Industry

Internet, Web Services

Company Type

Small/Medium Company (300 employees or less) - International Company

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards, Shibuya-ku

Train Description

Yamanote Line, Shibuya Station

Salary

8 million yen ~ 12 million yen

Work Hours

9:00 ~ 18:00 ◎実働8時間・休憩1時間

Holidays

週休2日（例外あり）※土日出勤の場合は代休取得

Refreshed

October 4th, 2024 02:00

General Requirements

Minimum Experience Level

Over 6 years

Career Level

Mid Career

Minimum English Level

Business Level (Amount Used: English usage about 75%)

Minimum Japanese Level

Native

Minimum Education Level

Bachelor's Degree

Visa Status

Permission to work in Japan required

Job Description

私たち【SAI Digital】は、アジア太平洋地域を中心としたデジタルマーケティング・コマース・テクノロジーソリューションプロバイダーです。

現在、ベトナム、シンガポール、香港、オーストラリア、日本、インドの6カ国で拠点を置いています。

私たちのビジネスは、大手を代表する最先端プラットフォームプロバイダーと提携し、自社サービスを融合させて共感できるデザイン思考と強固なソリューション・アーキテクチャー能力を提供することで、製造業、小売業、流通業、FMCG、自動車産業など、幅広い分野のクライアントの業務効率化を図り、迅速なスケールアップと進化を支援しています。

Service Delivery Manager is responsible for ensuring that SAI Digital delivers high-quality services and solutions to our clients, including:

- Managing client relationships: managing the relationship with clients and ensuring that the company is meeting their needs and expectations. This involves regular communication, managing client feedback, and ensuring client satisfaction.
- Managing project delivery: managing the delivery of projects to clients, ensuring that projects are completed on time and to the required quality standards. This involves working closely with off shore project managers and other stakeholders to ensure that all aspects of the project are managed effectively.
- Service level management: managing the service levels offered by the company to its clients. This involves defining service level agreements (SLAs), monitoring performance against SLAs, and taking corrective action when required.
- Continuous improvement: identifying opportunities for continuous improvement in the delivery of services and solutions. This involves identifying areas for improvement, and working with stakeholders to implement changes that improve the quality and efficiency of service delivery. Proactively identify the area that we can bring our added value to customers.
- Participate in pre-sales in introducing the project management methodology to prospect customers.

雇用形態
正社員

勤務地

日本支社本社 東京都渋谷区渋谷2丁目10番15号
最寄り駅：各線渋谷駅 徒歩6分
ハイブリット勤務(例：週3出社、週2テレワーク)

年収

年棒制(年棒を12分割した金額を月々給与として、指定銀行口座へ振込みます)
年棒8,000,000円～9,990,000円 ※経験・能力を考慮の上、決定します。
月額666,000円～
支払方法：年棒の1/12を毎月支給

待遇・福利厚生

社会保険完備(雇用・労災・健康・厚生年金)

Required Skills

Job requirements:

- Bachelor's degree in Computer Science or a related field is required.
- Minimum of 5 years of experience in a similar role is required.
- Excellent verbal and written communication skills in both English and Japanese are required.
- Intensive experience in customer-facing roles with excellent business understanding is necessary.
- Experience in working with offshore teams is a MUST.
- Experience in E-commerce projects, CRM, marketing, and ERP products is an advantage.
- Knowledge of Agile/Scrum software development lifecycle is a plus.
- Experience with project management and communication tools such as MS Teams, Jira, Confluence, Slack, Project referred, and Google Drive is required.
- Personal skills: Strong interpersonal skills, ability to handle multiple tasks, attention to detail, and strong organizational skills are required.

Company Description