



Call Center Team Leader

One of the world's top consulting firm

Job Information

Recruiter

[en world Japan K.K](#)

Hiring Company

Step into a leadership role with one of the world's top consulti

Job ID

1532323

Industry

IT Consulting

Company Type

Large Company (more than 300 employees) - International Company

Non-Japanese Ratio

About half Japanese

Job Type

Contract

Location

Tokyo - 23 Wards, Minato-ku

Salary

5 million yen ~ 6 million yen

Salary Bonuses

Bonuses included in indicated salary.

Work Hours

8 hours

Holidays

Weekends and national holidays

Refreshed

July 7th, 2025 05:00

General Requirements

Minimum Experience Level

Over 3 years

Career Level

Mid Career

Minimum English Level

Business Level (Amount Used: English usage about 25%)

Minimum Japanese Level

Native

Minimum Education Level

Technical/Vocational College

Visa Status

Permission to work in Japan required

Job Description

What You'll Do:

- Lead a team of 15–20 agents to hit daily KPIs and SLAs
 - Coach, mentor, and guide your team toward career growth
 - Monitor performance, quality, and utilization—drive results
 - Identify training needs and support continuous improvement
 - Collaborate across teams to ensure smooth operations
 - Contribute to automation and smarter workflows
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Required Skills

What We're Looking For:

- Experience leading teams in a service or operations environment
 - Strong people management and SLA compliance skills
 - Tech-savvy and comfortable with remote team coordination
 - Flexible, proactive, and driven to make an impact
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Company Description