



Team Leader at Global BPO Company

20 paid off days, Utilize English skill

Job Information

Recruiter

JAC International Co., Ltd.

Job ID

1535141

Industry

Communication

Company Type

Large Company (more than 300 employees) - International Company

Non-Japanese Ratio

Majority Japanese

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards, Koto-ku

Train Description

Sobu Line Rapid (Chiba-Tokyo), Kinshicho Station

Salary

4.5 million yen ~ 5.5 million yen

Salary Bonuses

Bonuses paid on top of indicated salary.

Salary Commission

Commission paid on top of indicated salary.

Work Hours

8 hours per day

Holidays

2 day offs per week, 20 paid leaves per year

Refreshed

August 18th, 2025 04:00

General Requirements

Minimum Experience Level

Over 1 year

Career Level

Mid Career

Minimum English Level

Daily Conversation

Minimum Japanese Level

Native

Minimum Education Level

High-School

Visa Status

Permission to work in Japan required

Job Description**Responsibilities:**

- **Management:** Set goals, develop, evaluate, and manage team performance
- **Quality Control:** Implement strategies to enhance customer satisfaction
- **Process Improvement:** Optimize efficiency and improve workflows
- **Client Collaboration:** Coordinate meetings with clients (with supervisor present) and report in English
- **Team Support:** Lead a team of 15-20 operators with support members

Why You'll Love Working with Us:

- **Flat Hierarchy:** Enjoy a friendly and open work environment where you can directly discuss your goals and challenges with your supervisor during regular meetings.
 - **Free Streaming:** Access video streaming services for free during your employment.
 - **Flexible Dress Code:** Express yourself with your choice of clothing, hair color, nails, and beard. Jeans and sneakers are welcome (no ripped jeans).
 - **Diverse Team:** Join a vibrant team with members in their 20s, 30s, 40s, and 50s.
 - **High Vacation Utilization:** Benefit from a high vacation utilization rate of 87.5% (from Dec 2022 to Nov 2023).
 - **Language Learning:** Immerse yourself in an environment where you can frequently use and improve your English skills.
 - **Work-life Balance:** 20 paid leaves per year
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Required Skills**Required Skills:**

- **Experience:** Over 1 year of management experience in a call center or contact center
 - **Languages:** Native-level Japanese and conversational to business-level English (TOEIC/Eiken certification holders are welcome, but not required)
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Company Description