

# 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

November 26th, 2025 12:01

# 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

# 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)

Company Description