



## 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**

June 24th, 2026 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

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**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**