



## Customer Support Team Leader at Global BPO company

**Utilization of English, Global**

### Job Information

#### Recruiter

JAC International Co., Ltd.

#### Job ID

1535148

#### Industry

Communication

#### Company Type

Large Company (more than 300 employees) - International Company

#### Non-Japanese Ratio

Majority Japanese

#### Job Type

Permanent Full-time

#### Location

Fukuoka Prefecture, Fukuoka-shi Chuo-ku

#### Salary

4 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 off per week

#### Refreshed

August 4th, 2025 00:00

### 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:

- **Team Guidance:** Lead and mentor team members
- **Training:** Educate operators to enhance their skills
- **Support:** Address operator queries and provide upper-level support
- **Performance Management:** Oversee and manage team performance
- **Meetings:** Attend and contribute to meetings
- **Client Interaction:** Participate in client reporting meetings

### Why You'll Love Working with Us:

- **Flat Hierarchy:** Enjoy a friendly and open work environment with regular meetings where you can directly discuss your goals and challenges with your supervisor.
- **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 ranging from their 20s to 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:** We prioritize work-life balance with a full two-day weekend and weekday work schedule. Enjoy weekends and public holidays off!

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## Required Skills

### Preferred Experience:

- Experience as a call center supervisor or team leader is welcome!
- Candidates with phone or email experience are encouraged to apply, even if they are new to the role.
- Strong communication skills are a must!
- Experience in reading, writing, and business emails in English is a plus.
- Languages: Native-level Japanese and conversational to business-level English.

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## Company Description