



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

December 24th, 2025 08:00

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!

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.

Company Description