

**MichaelPage**

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## Lead Service Manager - Life Sciences

### Lead Field Service Operations

#### Job Information

**Recruiter**

Michael Page

**Job ID**

1539497

**Industry**

Medical Device

**Company Type**

Small/Medium Company (300 employees or less) - International Company

**Job Type**

Permanent Full-time

**Location**

Tokyo - 23 Wards

**Salary**

10 million yen ~ 13 million yen

**Salary Bonuses**

Bonuses paid on top of indicated salary.

**Salary Commission**

Commission paid on top of indicated salary.

**Refreshed**

May 15th, 2025 10:23

#### General Requirements

**Minimum Experience Level**

Over 3 years

**Career Level**

Mid Career

**Minimum English Level**

Business Level

**Minimum Japanese Level**

Fluent

**Minimum Education Level**

Bachelor's Degree

**Visa Status**

Permission to work in Japan required

#### Job Description

Lead and transform field service operations in Japan, ensuring profitable growth, operational excellence, and high-quality customer support. This leadership role will manage P&L responsibilities, develop a high-performing service team, and contribute to strategic decision-making within a global life sciences organization.

#### Client Details

The company is a worldwide leader in life sciences, specializing in cutting-edge technologies for mass spectrometry and capillary electrophoresis. Their innovations enhance patient care, promote environmental protection, and accelerate drug development while contributing to a safer and healthier world.

### Description

- Manage the P&L for the service business in Japan ensuring profitable growth and operational efficiency.
- Lead and oversee field service operations, including installations, maintenance, repairs, and proactive post-sale support.
- Build and enhance the regional service team, focusing on talent development and performance management.
- Collaborate with dealer service organizations to maintain high-quality service standards.
- Contribute to the Japan country management team and strategic decision-making to align service objectives with organizational goals.

### Job Offer

- Up to ¥13M JPY Base + 15% Bonus
- Comprehensive benefits including healthcare, retirement support, wellness programs, and generous leave policies
- Opportunity to influence business decisions and collaborate globally

To apply online please click the 'Apply' button below. For a confidential discussion about this role please contact Sara Loh on +813 6832 8915.

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### Required Skills

- At least 5 years of experience managing customer support or similar functions, preferably in a technical or life sciences environment.
- Strong leadership skills with a proven ability to drive operational excellence and team performance.
- Advanced proficiency in English, both written and spoken, for communication with global teams.
- Analytical mindset with the ability to assess service performance and develop actionable solutions.
- Bachelor's degree in Chemistry, Biology, Biochemistry, or related field (MBA is a plus).

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