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![Michael Page   www.michaelpage.co.jp]

Call Center - QA

QA Analyst

Job Information

Recruiter
Michael Page

Job ID
1539969

Industry
Software

Job Type
Permanent Full-time

Location
Tokyo - 23 Wards

Salary
4.5 million yen ~ 8.5 million yen

Refreshed
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General Requirements

Career Level
Entry Level

Minimum English Level
Fluent

Minimum Japanese Level
Native

Minimum Education Level
Bachelor's Degree

Visa Status
Permission to work in Japan required

Job Description

As a Quality Assurance Analyst, you'll monitor customer interactions, evaluate agent performance, and ensure adherence to service standards. This role requires strong analytical skills and collaboration with cross-functional teams to drive continuous improvement.

Client Details

This opportunity is with a large organization within the Technology industry.

Description

- Monitor and evaluate inbound and outbound calls to ensure compliance with company policies, scripts, and quality standards.

- Identify performance trends and areas for improvement through call audits and data analysis.

- Provide detailed, constructive feedback and coaching to customer service agents to enhance service quality.

- Collaborate with team leaders and training departments to develop and refine quality assurance guidelines and training materials.

- Generate and present QA reports, highlighting insights and recommendations for process improvements.

Job Offer

- Work from home up to 4x per week
- Fixed work hours
- RSU Options

To apply online please click the 'Apply' button below. For a confidential discussion about this role please contact Michelle Rosette on +813 6832 8698.

Required Skills

- Native-level Japanese and business-level English, Korean fluency is a plus
- minimum 2 years QA experience in call center industry
- Amenable to work in Tokyo Office

Company Description

Multinational internet technology