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Michael Page   www.michaelpage.co.jp

CX Operation Manager - Start-up Tech up to 11M JPY

CX Operations Manager

Job Information

Recruiter
Michael Page

Job ID
1542249

Industry
Other

Job Type
Permanent Full-time

Location
Tokyo - 23 Wards

Salary
7 million yen ~ 11 million yen

Refreshed
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General Requirements

Career Level
Mid Career

Minimum English Level
Business Level

Minimum Japanese Level
Native

Minimum Education Level
Bachelor's Degree

Visa Status
Permission to work in Japan required

Job Description

Oversee daily operations of a customer service center, including team management, hiring, vendor coordination, and performance reporting. Leverage over 10 years of experience to improve service metrics through data-driven strategies.

Client Details

Start-up E-commerce platform

Description

What you'll do:

- Lead hiring, training, and team setup for a rapidly scaling customer center
- Manage vendor partnerships and communication to maintain service quality
- Monitor and optimize performance metrics, ensuring SLA targets are met
- Drive process improvements through data analysis and operational insights
- Lead and manage the customer service team to ensure high levels of customer satisfaction.
- Develop and implement customer service policies and procedures.

Job Offer

- Up to 11M JPY + RSU + Bonus
- Hybrid-work setup

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

What we're looking for:

- 10+ years of experience in customer service management, ideally within startups or tech-driven environments
- Proven track record in vendor and center setup, with strong operational leadership skills
- Ability to analyze data to improve customer experience and service KPIs
- Comfortable working in a fast-paced, global platform environment
- Native-level Japanese, fluent in English; Korean language skills a plus.

Company Description

CX Operations Manager