



## PR/117551 | CS and Training Manager (BPO)

## Job Information

**Recruiter**

JAC Recruitment Thailand

**Job ID**

1549404

**Industry**

Business Consulting

**Job Type**

Permanent Full-time

**Location**

Thailand

**Salary**

Negotiable, based on experience

**Refreshed**

August 5th, 2025 18:00

## General Requirements

**Minimum Experience Level**

Over 3 years

**Career Level**

Mid Career

**Minimum English Level**

Business Level

**Minimum Japanese Level**

Business Level

**Minimum Education Level**

Associate Degree/Diploma

**Visa Status**

No permission to work in Japan required

## Job Description

Job Title: CS Operation and Training Manager

Salary: 100,000 – 200,000 THB

Location: Phakranong

CS Operation and Training Manager is responsible for overseeing daily operation of CS team and to delivering a comprehensive quality training program aimed at driving customer satisfaction, improving process adherence, and enhancing the overall quality of service delivery.

## Key Responsibilities:

- Overseeing daily operations, ensuring smooth workflows and efficient processes.
- Managing a team of supervisors and/or agents, providing guidance, coaching, and performance feedback.
- Identifying and implementing process improvements to enhance operational efficiency and effectiveness.
- Create and deliver training programs of CS team focused on quality assurance and quality control.
- Facilitate workshops and individual training sessions to educate employees on QA techniques and tools.

- Monitor and evaluate the effectiveness of training programs and make necessary adjustments.

Qualifications:

- Bachelor's degree in a related field
- Proven experience in quality assurance and training, preferably in a BPO environment
- Experience in leading the team and work collaboratively with the CS/QA team and other departments
- Efficiently manage time to balance multiple training sessions and administrative tasks
- Good Command of English and Thai

Interested candidate, please send your resume in English (Word format only) along with your recent photo and expected salary to us.

JAC Personnel Recruitment Ltd

10F Emporium Tower 622 Sukhumvit Soi 24 Klongton, Klongtoey, Bangkok 10110

Contact : K. Napaphach

Office Number: 066-097-2958

Time: 9.00 am - 6.00 pm

Website : <https://www.jac-recruitment.co.th>

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#citybangkok

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## Company Description