

**【Hybrid Work】 Service Delivery Manager (Payroll Services)**

人事／ペイロール／労務(C&B)経験5年以上をお持ちの方募集中！

Job Information**Hiring Company**

i-Admin Japan K.K.

Job ID

1552212

Industry

Other (Consulting and Professional Services)

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

7 million yen ~ 9 million yen

Refreshed

August 7th, 2025 00:00

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

We are seeking a dynamic individual to join our team as a Service Delivery Manager, responsible for establishing and managing our Tokyo operations center. This role offers a unique opportunity to build a career in the evolving digital economy.

Key Responsibilities:

- **Develop Payroll Capabilities:** Enhance Japan's payroll services to meet the needs of both local and regional clients.
- **Lead and Inspire:** Provide clear direction and leadership to the team, ensuring performance standards are met or exceeded.
- **Manage Payroll Activities:** Oversee monthly payroll processes to ensure accurate and timely deliverables.
- **Client Issue Resolution:** Act as the primary point of escalation for client issues, ensuring swift and effective resolution.
- **Ensure Compliance:** Maintain compliance with local statutory requirements and advise management on necessary actions.
- **Collaborate Across Borders:** Work with international units to drive strategic initiatives and support business teams effectively.

Required Skills

Qualification & Experience:

- Native level Japanese and fluency in spoken and written English
- A degree in business, management, accounting, payroll etc
- 5 years+ of HR / payroll / compensation & benefits / accounting experience in an international business environment
- Proven experience in building and leading a team
- Exposure working in a matrix organization requiring strong management, collaboration and teamwork skills
- Productivity driven, eager to strive for continued quality improvement
- Of unquestioned personal and professional integrity
- Ability to work in a fast paced environment
- Willingness to travel

Company Description