

MichaelPage

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NEW: Senior Specialist, Call Center Ops - Financial Service!**Call Center Ops - Financial Services****Job Information****Recruiter**

Michael Page

Job ID

1552271

Industry

Other (Banking and Financial Services)

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

6 million yen ~ 8.5 million yen

Refreshed

July 18th, 2025 10:00

General Requirements**Career Level**

Mid Career

Minimum English Level

Fluent

Minimum Japanese Level

Business Level

Minimum Education Level

Bachelor's Degree

Visa Status

Permission to work in Japan required

Job Description

You will be handling tasks related to day-to-day operations, target achievement and continuous process improvement. With the support from the Manager, you will play a key role in driving projects to improve customer experience.

Client Details

Our client is the financial services branch of a global company operating within the manufacturing industry, providing innovative solutions to meet diverse customer needs. The organization is known for its focus on operational excellence and customer-centric services.

Description

You will be handling tasks related to day-to-day operations, target achievement and continuous process improvement. With the support from the Manager, you will play a key role in driving projects to improve customer experience. Among the main responsibilities:

1. CRM Operations - making sure customer service operations are integrated and customer information are properly entered into the system (e.g., contact data, customer inquiries are logged and responded to efficiently, service history)

2. Relationship management: understand customer's voices / feedback and communicate them throughout the company. Gathering customers' feedback and communicating that to relevant departments

3. Process Governance: the structured management of how different processes are created, maintained, improved, and followed within the company call center. Since each module (e.g., billing, tech support, onboarding, etc.) may have its own procedures, it's essential that 1. These processes are clearly documented - so everyone knows the standard way to do things; 2. Stakeholders understand and follow them - including team members, managers, and possibly external partners.

4. Contract management: managing requirements for call center supplier - updating old policies etc.

Job Offer

- Opportunities for professional growth and career development.
- Inclusive and supportive work environment.
- Opportunities for promotions and internal transfers to other departments in the future.

If you are looking for a challenging and rewarding career in customer service, apply now to join this exciting opportunity!

To apply online please click the 'Apply' button below. For a confidential discussion about this role please contact Davide Capretta at +81 3 6832 8675.

Required Skills

In order to success in this role, the applicant should possess the following qualifications:

1. Customer Service experience in a call center would be a plus
2. Kaizen mindset - always looking for ways to improve current workflow & operations
3. Experience in the business department at financial services company, good knowledge of financial services processes
4. Strong data skills are required, as data is used for inquiry analysis → They have a new CRM system that is currently being customized for the call center
5. Can speak both Japanese and English fluently (communication with APAC partners is necessary)
6. Bachelor's Degree

Company Description

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