

MichaelPage

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Senior Operations Manager - BPO/Outsourcing

Senior Operations Manager 10 M JPY

Job Information

Recruiter

Michael Page

Job ID

1552316

Industry

Other

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

7 million yen ~ 10 million yen

Refreshed

July 18th, 2025 17:47

General Requirements

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

Native

Minimum Education Level

Associate Degree/Diploma

Visa Status

Permission to work in Japan required

Job Description

We're seeking a Senior Operations Manager for our international BPO company to oversee call center operations, drive business development, and manage KPIs, costs, and budgeting. This role requires native-level Japanese and fluent English skills, with responsibilities including stakeholder management and strategic planning.

Client Details

Join a leading international BPO company with a global presence, offering a comprehensive range of services including customer care, technical support, customer acquisition, digital solutions, analytics, and back-office support.

Description

- Oversee and manage various operational aspects of the call center, handling multiple accounts.
- Drive business development initiatives to expand client base and service offerings.
- Develop, monitor, and improve KPIs to ensure optimal performance and efficiency.
- Manage cost and budgeting processes to align with financial goals.
- Enhance stakeholder relationships and manage client expectations.
- Implement strategic plans for operational improvements and process enhancements.
- Collaborate with international clients, utilizing strong English communication skills.

Job Offer

Salary: Up to 10M JPY - negotiable depends on your experience

Location: Tokyo 23 wards, Hybrid setup (up to 5 days in the office per month, subject to change)

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**Requirements:**

- Native-level proficiency in Japanese and fluent in English.
 - Minimum of 2-3 years of experience in call center management.
 - Proven expertise in stakeholder management.
 - Strong business development and strategic planning skills.
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Company Description

About the Company:

Join a leading international BPO company with a global presence, offering a comprehensive range of services including customer care, technical support, customer acquisition, digital solutions, analytics, and back-office support.