



【800～1000万円】Customer and Technical Support Manager ～成長する動物医療分野ト...

アイデックス ラボラトリーズ株式会社での募集です。カスタマーサービスのご経験...

Job Information

Recruiter

JAC Recruitment Co., Ltd.

Hiring Company

アイデックス ラボラトリーズ株式会社

Job ID

1558520

Industry

Medical Device

Company Type

International Company

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

8 million yen ~ 10 million yen

Work Hours

09:00 ~ 18:00

Holidays

【有給休暇】有給休暇は入社時から付与されます 初年度 10日 1か月目から 【休日】完全週休二日制 土 日 祝日 年末年始 祝...

Refreshed

September 18th, 2025 16:24

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

【求人No NJB2328136】

Primary Accountability (Reason the position exists) :

■ Lead Customer Support in Japan to deliver key performance of the teams with respect to gold standards of customer experience

■ Being a key leader in the APO Customer Support organization to ensure an excellent customer experience with focus on

operational excellence and resource capability

- Support change management to ensure the adoption of enhancement initiatives to build the foundation for Global Customer Support
- Develop optimise business processes with alignment to best practice synergies implement standardisation initiatives.
- Lead an IDEXX customer centric culture across region that exceeds the expectations of our customers to enable customer advocacy net promoters builds loyalty and allows IDEXX customers to be successful in providing best in class veterinary care diagnostic services.

Key Responsibilities :

- Driving in market customer advocacy ensuring a customer centric culture
- Ensures the Customer Support departments are operating to exceed customer expectations
- Provide leadership direction coaching for direct reports
- Actively participate in operational and leadership meetings
- Monitors and reports on the functional performance of the Support teams and systems identifying areas to improve the customer experience
- Develop optimise business processes to be most effective and efficient and ensure alignment that supports the IDEXX strategy
- Build and maintain employee morale engagement and motivation; ensuring the team is appropriately staffed with required competencies
- Seek opportunities to improve operations including people processes and technology
- Ensures customer excellence service levels and standards are set measured achieved
- Oversees the active resolution of customer complaints and issue resolution
- Develop optimise systems processes policies and procedures to ensure that a high standard of customer service and responsiveness is documented and maintained
- Support effective internal communication between teams and facilitate change management as required
- Maximise ensure data integrity and use of systems maintaining compliance governance control
- Actively engage and build relationships with key stakeholders to meet growing future needs
- Identifies best practice sharing ideas leads positive change with swift execution

Physical demands :

- Occasional domestic and overseas travel as required

Required Skills

Education / Qualifications :

- Bachelor's Degree in Business Industrial Technology Engineering or science or equivalent

Experience :

- 5+ years' plus experience in a customer service/technical support position essential
- 5+years' experience leading a team of customer service/contact centre support staff
- Demonstrated people management experience essential
- Veterinary industry experience desirable

Professional Skills /Knowledge :

- Ability to communicate in English and Japanese: Required above TOEIC 800 or equivalent
- Strong customer service skills and in depth knowledge and experience with Customer Service methodologies and KPI/metrics
- Experience with developing and executing the strategic plans across teams
- Experience managing to budget and financial resources
- Strong technical knowledge aptitude
- SAP knowledge desirable
- CRM knowledge essential
- Self directed self starter analytical / critical thinker
- Demonstrates reliance when challenged with multiple priorities

Company Description

動物のヘルスケア・健康衛生・および水質管理における検査機器ならびに診断関連サービスを提供