Senior Call Center Specialist

Exclusive job

Global US FMCG Company

Job Information

Recruiter
Cornerstone Recruitment Japan K.K.

Hiring Company
Global US FMCG Company with 30% Market Share in Japan

Job ID
1601256

Division
Call Center

Industry
Retail

Company Type
Small/Medium Company (300 employees or less) - International Company

Non-Japanese Ratio
About half Japanese

Job Type
Contract

Location
Tokyo - 23 Wards, Chiyoda-ku

Train Description
Ginza Line, Tameike Sanno Station

Salary
5 million yen ~ 8.5 million yen

Refreshed
October 30th, 2026 04:00

General Requirements

Minimum Experience Level
Over 3 years

Career Level
Mid Career

Minimum English Level
Business Level (Amount Used: English usage about 50%)

Minimum Japanese Level
Fluent Level

Minimum Education Level
High-School

Visa Status
Permission to work in Japan required

Job Description

Lead Coordinator to manage the customer call center envirionment in Japan:

- Drive system and process improvements across the call center envirionment
- System issue management and escalation follow-up
- Coordination with IT teams and external vendors
- Operational reporting and data analysis
- Internal stakeholder communication and coordination

Required Skills

Key requirements:

- Experience in Customer Service and/or Contact Center operations
- Experience coordinating with multiple stakeholders, including vendors and IT teams
- Strong organizational, follow-up, and problem-solving skills
- Reporting and data analysis experience (Excel, PowerPoint, etc.)

Company Description