

Customer Service Lead

Job Information

Recruiter
JAC International Co., Ltd.

Hiring Company
Luxury Lifestyle Brand

Job ID
1623062

Industry
Other

Job Type
Permanent Full-time

Location
Tokyo - 23 Wards

Salary
8 million yen ~ Negotiable, based on experience

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General Requirements

Minimum Experience Level
Over 3 years

Career Level
Mid Career

Minimum English Level
Business Level

Minimum Japanese Level
Business Level

Minimum Education Level
Bachelor's Degree

Visa Status
Permission to work in Japan required

Job Description

Key Responsibilities
1. Customer Service Operations Management
Oversee daily customer service operations
Manage escalated customer inquiries and complaints
Establish and monitor service standards, processes, and KPIs
2. Response Policy & Process Improvement
Review response policies, SOPs, and communication standards
Improve service consistency, operational efficiency, and customer experience
3. Customer Communication & Knowledge Management
Review and improve customer-facing emails, templates, FAQs, and knowledge content
4. Customer Support Technology
Review and optimize chatbot responses and other customer support technologies
5. Team Leadership & Development
Coach, develop, and manage customer service team members
Drive continuous improvement in team performance and service quality

6. Customer Service Outsourcing & Vendor Management
Evaluate opportunities to outsource customer service operations
Lead outsourcing feasibility assessments and implementation planning
Manage vendor selection, evaluation, and contract negotiations
Lead the transition from in-house to outsourced operations where appropriate
Establish SLAs, governance frameworks, and performance metrics
Monitor vendor performance and service quality
Conduct regular business reviews and drive continuous improvement
Ensure external partners maintain the company's premium customer experience standards
Key Stakeholders

Employee Benefits:
Compensation : up to 12M.

Compulsory Benefits:
-Health Insurance,
-National Pension,
-Employment Insurance,
-Accident Insurance

Required Skills

Qualifications & Experience
Required Qualifications
5+ years of customer service or customer experience leadership experience.
People management experience.
Experience managing escalated customer cases.
Strong stakeholder management and problem-solving skills.
Experience managing external service providers, vendors, or outsourced customer service operations.
Demonstrated experience leading customer service outsourcing or business process outsourcing (BPO) initiatives.
Experience managing service level agreements (SLAs), vendor governance, and outsourced operational performance.
Experience leading operational transformation and customer service process redesign projects.
Preferred Qualifications
Experience in premium retail, consumer goods, lifestyle or hospitality industries.
Experience managing outsourced customer service providers.
Experience with CRM, chatbot, or AI-enabled customer support tools.

Company Description

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We provide specialized proactive recruitment support tomultinational clients who are setting up new operations or areexpanding existing business and seeking further growth in theJapanese market.As the first Japanese recruitment company to set up operations in theUK in 1975, understanding foreign cultures is second nature to us.With our extensive global network and historically leading position asrecruitment consultancy to Japanese corporations, we have access toan unrivaled pool of bilingual Japanese and foreign professionals.Our professional consultants are experts in a range of Industries andfunctions and all have extensive multicultural experience.Based on JAC’s unique history, culture and market strength, JACInternational was founded to provide dedicated support to ourmultinational corporate clients in Japan.

JAC International Co., Ltd. is a wholly owned subsidiary of JAC Recruitment. Co., Ltd.