

Team Leader at Global BPO Company

20 paid off days, Utilize English skill

募集職種

人材紹介会社

株式会社 JAC International

求人ID

1535141

業種

通信・キャリア

会社の種類

大手企業 (300名を超える従業員数) - 外資系企業

外国人の割合

外国人 少数

雇用形態

正社員

勤務地

東京都 23区, 江東区

最寄駅

総武快速線 (千葉-東京)、 錦糸町駅

給与

450万円~550万円

ボーナス

固定給+ボーナス

歩合給

固定給+歩合給

勤務時間

8 hours per day

休日・休暇

2 day offs per week, 20 paid leaves per year

更新日

2025年11月26日 12:01

応募必要条件

職務経験

1年以上

キャリアレベル

中途経験者レベル

英語レベル

日常会話レベル

日本語レベル

ネイティブ

最終学歴

高等学校卒

募集要項

Responsibilities:

- Management: Set goals, develop, evaluate, and manage team performance
- Quality Control: Implement strategies to enhance customer satisfaction
- Process Improvement: Optimize efficiency and improve workflows
- Client Collaboration: Coordinate meetings with clients (with supervisor present) and report in English
- Team Support: Lead a team of 15-20 operators with support members

Why You'll Love Working with Us:

- Flat Hierarchy: Enjoy a friendly and open work environment where you can directly discuss your goals and challenges with your supervisor during regular meetings.
- Free Streaming: Access video streaming services for free during your employment.
- Flexible Dress Code: Express yourself with your choice of clothing, hair color, nails, and beard. Jeans and sneakers are welcome (no ripped jeans).
- Diverse Team: Join a vibrant team with members in their 20s, 30s, 40s, and 50s.
- High Vacation Utilization: Benefit from a high vacation utilization rate of 87.5% (from Dec 2022 to Nov 2023).
- Language Learning: Immerse yourself in an environment where you can frequently use and improve your English skills.
- Work-life Balance: 20 paid leaves per year

スキル・資格

Required Skills:

- Experience: Over 1 year of management experience in a call center or contact center
- Languages: Native-level Japanese and conversational to business-level English (TOEIC/Eiken certification holders are welcome, but not required)

会社説明