



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07月21日 11:00

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

現在のビザ

日本での就労許可が必要です

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
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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)
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会社説明