



Customer Support Team Leader at Global BPO company

Utilization of English, Global

募集職種

人材紹介会社
株式会社 JAC International

求人ID
1535148

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
福岡県, 福岡市中央区

給与
400万円 ~ 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 off per week

更新日
2025年07月07日 01:00

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:

- **Team Guidance:** Lead and mentor team members
- **Training:** Educate operators to enhance their skills
- **Support:** Address operator queries and provide upper-level support
- **Performance Management:** Oversee and manage team performance
- **Meetings:** Attend and contribute to meetings
- **Client Interaction:** Participate in client reporting meetings

Why You'll Love Working with Us:

- **Flat Hierarchy:** Enjoy a friendly and open work environment with regular meetings where you can directly discuss your goals and challenges with your supervisor.
- **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 ranging from their 20s to 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:** We prioritize work-life balance with a full two-day weekend and weekday work schedule. Enjoy weekends and public holidays off!

スキル・資格

Preferred Experience:

- Experience as a call center supervisor or team leader is welcome!
- Candidates with phone or email experience are encouraged to apply, even if they are new to the role.
- Strong communication skills are a must!
- Experience in reading, writing, and business emails in English is a plus.
- Languages: Native-level Japanese and conversational to business-level English.

会社説明