

**MichaelPage**

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**Senior Operations Manager - BPO/Outsourcing****Senior Operations Manager 10 M JPY****募集職種****人材紹介会社**

マイケル・ページ・インターナショナル・ジャパン株式会社

**求人ID**

1542244

**業種**

その他

**雇用形態**

正社員

**勤務地**

東京都 23区

**給与**

700万円 ~ 1000万円

**更新日**

2025年05月23日 16:25

**応募必要条件****キャリアレベル**

中途経験者レベル

**英語レベル**

ビジネス会話レベル

**日本語レベル**

ネイティブ

**最終学歴**

短大卒： 準学士号

**現在のビザ**

日本での就労許可が必要です

**募集要項**

We're seeking a Senior Operations Manager for our international BPO company to oversee call center operations, drive business development, and manage KPIs, costs, and budgeting. This role requires native-level Japanese and fluent English skills, with responsibilities including stakeholder management and strategic planning.

**Client Details**

Join a leading international BPO company with a global presence, offering a comprehensive range of services including customer care, technical support, customer acquisition, digital solutions, analytics, and back-office support.

**Description**

- Oversee and manage various operational aspects of the call center, handling multiple accounts.
- Drive business development initiatives to expand client base and service offerings.
- Develop, monitor, and improve KPIs to ensure optimal performance and efficiency.
- Manage cost and budgeting processes to align with financial goals.
- Enhance stakeholder relationships and manage client expectations.
- Implement strategic plans for operational improvements and process enhancements.
- Collaborate with international clients, utilizing strong English communication skills.

**Job Offer**

**Salary:** Up to 10M JPY - negotiable depends on your experience

**Location:** Tokyo 23 wards, Hybrid setup (up to 5 days in the office per month, subject to change)

To apply online please click the 'Apply' button below. For a confidential discussion about this role please contact Michelle Rosette on +813 6832 8698.

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**スキル・資格****Requirements:**

- Native-level proficiency in Japanese and fluent in English.
  - Minimum of 2-3 years of experience in call center management.
  - Proven expertise in stakeholder management.
  - Strong business development and strategic planning skills.
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**会社説明**

About the Company:

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