

MichaelPage

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CX Operation Manager - Start-up Tech up to 11M JPY**CX Operations Manager****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

1542249

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 ~ 1100万円

更新日

2025年05月23日 16:51

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

大学卒：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

Oversee daily operations of a customer service center, including team management, hiring, vendor coordination, and performance reporting. Leverage over 10 years of experience to improve service metrics through data-driven strategies.

Client Details

Start-up E-commerce platform

Description

What you'll do:

- Lead hiring, training, and team setup for a rapidly scaling customer center
- Manage vendor partnerships and communication to maintain service quality
- Monitor and optimize performance metrics, ensuring SLA targets are met
- Drive process improvements through data analysis and operational insights
- Lead and manage the customer service team to ensure high levels of customer satisfaction.
- Develop and implement customer service policies and procedures.

Job Offer

- Up to 11M JPY + RSU + Bonus
- Hybrid-work setup

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

スキル・資格

What we're looking for:

- 10+ years of experience in customer service management, ideally within startups or tech-driven environments
 - Proven track record in vendor and center setup, with strong operational leadership skills
 - Ability to analyze data to improve customer experience and service KPIs
 - Comfortable working in a fast-paced, global platform environment
 - Native-level Japanese, fluent in English; Korean language skills a plus.
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会社説明

CX Operations Manager