



PR/117551 | CS and Training Manager (BPO)

募集職種

人材紹介会社

ジェイ エイ シー リクルートメント タイランド

求人ID

1549404

業種

ビジネスコンサルティング

雇用形態

正社員

勤務地

タイ

給与

経験考慮の上、応相談

更新日

2025年07月08日 17:13

応募必要条件

職務経験

3年以上

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

ビジネス会話レベル

最終学歴

短大卒：準学士号

現在のビザ

日本での就労許可は必要ありません

募集要項

Job Title: CS Operation and Training Manager

Salary: 100,000 – 200,000 THB

Location: Phakranong

CS Operation and Training Manager is responsible for overseeing daily operation of CS team and to delivering a comprehensive quality training program aimed at driving customer satisfaction, improving process adherence, and enhancing the overall quality of service delivery.

Key Responsibilities:

- Overseeing daily operations, ensuring smooth workflows and efficient processes.
- Managing a team of supervisors and/or agents, providing guidance, coaching, and performance feedback.
- Identifying and implementing process improvements to enhance operational efficiency and effectiveness.
- Create and deliver training programs of CS team focused on quality assurance and quality control.
- Facilitate workshops and individual training sessions to educate employees on QA techniques and tools.

- Monitor and evaluate the effectiveness of training programs and make necessary adjustments.

Qualifications:

- Bachelor's degree in a related field
- Proven experience in quality assurance and training, preferably in a BPO environment
- Experience in leading the team and work collaboratively with the CS/QA team and other departments
- Efficiently manage time to balance multiple training sessions and administrative tasks
- Good Command of English and Thai

Interested candidate, please send your resume in English (Word format only) along with your recent photo and expected salary to us.

JAC Personnel Recruitment Ltd

10F Emporium Tower 622 Sukhumvit Soi 24 Klongton, Klongtoey, Bangkok 10110

Contact : K. Napaphach

Office Number: 066-097-2958

Time: 9.00 am - 6.00 pm

Website : <https://www.jac-recruitment.co.th>

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#citybangkok

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会社説明