

Senior Manager Customer Solution

募集職種

人材紹介会社
株式会社 JAC International

採用企業名
Pharmaceutical Company

求人ID
1617205

業種
その他

雇用形態
正社員

勤務地
東京都 23区

給与
経験考慮の上、応相談

更新日
2026年10月29日 21:00

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
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

1. Service Strategy and Operating Framework
- Develop and execute a customer service and solutions strategy aligned with organizational priorities and broader business objectives.
- Translate customer, commercial, and operational requirements into scalable service models, process frameworks, capability initiatives, and investment plans.
- Oversee governance of the service portfolio, including prioritization, decision-making processes, milestones, risk management, benefit realization, and stakeholder engagement.
- Establish service principles and operating practices that balance customer satisfaction, efficiency, compliance, cost management, and business resilience.

2. Technology Enablement and Process Development
- Lead the implementation and adoption of enterprise customer-facing technologies and supporting workflows.
- Serve as the primary business owner for local requirements, process assessments, solution design, testing readiness, data preparation, user adoption, deployment activities, and post-launch stabilization.
- Collaborate with technology, product, and business teams to align business needs with standardized solutions and best

practices.
- Design, document, and maintain end-to-end processes, roles, controls, escalation procedures, and service expectations across interconnected functions.
- Ensure successful deployment through structured change management, training, communications, performance measurement, and continuous improvement activities.

3. Customer Operations and Performance Management
- Provide leadership for customer operations, including transaction processing, inquiry management, issue resolution, communications, and escalation handling.
- Establish and monitor performance metrics, dashboards, and operational reviews covering service quality, responsiveness, productivity, customer experience, workload management, adoption, and recurring issues.
- Leverage data analysis, customer feedback, and root-cause methodologies to identify improvement opportunities and drive corrective actions.
- Ensure operational preparedness for business changes, new offerings, peak demand periods, technology releases, and continuity requirements.
- Maintain effective controls and compliance with company policies, quality standards, privacy requirements, and applicable regulations.

4. Strategic Customer Engagement and Process Improvement
- Partner with business teams to identify key customer opportunities and enhance end-to-end service and fulfillment experiences.
- Build collaborative relationships with customer stakeholders and serve as a senior point of contact for service improvement initiatives.
- Assess current operating processes, identify bottlenecks and service gaps, and develop practical recommendations for improvement.
- Present recommendations, secure stakeholder alignment, define accountability, establish milestones, and lead implementation efforts.
- Facilitate regular governance reviews with internal and external stakeholders to monitor commitments, remove barriers, and identify additional value opportunities.
- Incorporate customer insights into broader service and operational improvement programs.

5. Cross-Functional Leadership and Business Transformation
- Lead enterprise-wide initiatives involving multiple business functions and external partners.
- Influence stakeholders through insights, process expertise, data analysis, and well-supported recommendations.
- Communicate progress, risks, decisions, impacts, and support requirements clearly and effectively.
- Drive simplification, standardization, digital enablement, automation, and continuous improvement across operational processes.

6. Team Leadership and Capability Development
- Lead and develop a high-performing team by establishing clear objectives, responsibilities, and performance expectations.
- Conduct ongoing coaching, development planning, feedback discussions, and performance management activities.
- Strengthen team capabilities in customer experience, process improvement, technology adoption, project delivery, analytics, stakeholder engagement, and change management.
- Foster a collaborative, accountable, and inclusive culture while supporting succession planning and talent development.
- Align team capacity and skills with both operational requirements and strategic transformation objectives.

Employee Benefits:
Health Insurance Employees' Pension Employment Insurance
Industrial Injury Insurance

スキル・資格

Consulting, Critical Thinking, Cross-Functional Collaboration, Customer Acquisition Strategy, Customer Centricity, Customer Journey Mapping, Customer Relationship Management (CRM), Customer Retentions, Customer Success Management (CSM), Fact-Based Decision Making, Mentorship, Organizing, Performance Measurement, Relationship Building, Sales Enablement, Sales Support, Technical Credibility

会社説明

新たに日本マーケットに参入される外資系企業や、日本でさらなるビジネス拡大をお考えの外資系企業のお客様に、私たちは最適な採用サポートを提供いたします。1975年に英国初の日系人材紹介会社としてロンドンで創業し、その後シンガポール、日本、マレーシア、インドネシア、タイ、中国の7カ国 (また2011 年には香港・韓国にも拠点を新設予定) でグローバル人材紹介会社として事業を拡大してきたジェイ エイ シーは、そのバックグラウンドから、海外文化への深い理解を持ち合わせています。グローバルに事業を展開する日系人材紹介会社のリーディングカンパニーとして、私たちは他に類のない人材ネットワークから、日本人の優秀なバイリンガル人 材や外国人のプロフェッショナル人材をご提供することが可能です。幅広い業種、職種においてのエキスパートである当社のネイティブあるいはバイリンガルコ ンサルタントが皆様のパートナーとなり、適材適所で人材のご紹介をいたします。ジェイ エイ シーが築いてきた特有の歴史、文化、そしてグローバルマーケットでの強みを揺ぎない核として、日本マーケットで躍動する外資系企業のお客様のニーズにさら に的確にお答えするために、ジェイ エイ シー インターナショナルは誕生しました。私たちはアジアやヨーロッパのJAC Recruitment Group海外各社と緊密に連携を取り、お客様の真のニーズを把握した上で、最適なキャンディデイトをご紹介いたします。

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We provide specialized proactive recruitment support tomultinational clients who are setting up new operations or areexpanding existing business and seeking further growth in theJapanese market.As the first Japanese recruitment company to set up operations in theUK in 1975, understanding foreign cultures is second nature to us.With our extensive

global network and historically leading position asrecruitment consultancy to Japanese corporations, we have access toan unrivaled pool of bilingual Japanese and foreign professionals.Our professional consultants are experts in a range of Industries andfunctions and all have extensive multicultural experience.Based on JAC's unique history, culture and market strength, JACInternational was founded to provide dedicated support to ourmultinational corporate clients in Japan.

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