



# Michael Page

www.michaelpage.co.jp

## Customer Seller Support - up to 6M JPY

**Customer Seller Support up to 6M JPY!**

### Job Information

#### Recruiter

Michael Page

#### Job ID

1486864

#### Industry

Retail

#### Job Type

Permanent Full-time

#### Location

Tokyo - 23 Wards

#### Salary

4 million yen ~ 6.5 million yen

#### Refreshed

July 19th, 2024 14:52

### General Requirements

#### Career Level

Mid Career

#### Minimum English Level

Fluent

#### Minimum Japanese Level

Native

#### Minimum Education Level

Bachelor's Degree

#### Visa Status

Permission to work in Japan required

### Job Description

- As a Customer Seller Support Specialist, where you'll respond to customer inquiries, resolve issues, and enhance our services through feedback and process improvements. This role offers a competitive salary, flexible remote work options, and the opportunity for career growth

#### Client Details

- Well-known e-commerce business

#### Description

- Respond to customer inquiries via inbound and outbound email.
- Identify and resolve issues promptly, ensuring customer satisfaction.
- Handle complaints and escalations to/from related teams efficiently.
- Provide up-selling, cross-selling, and account retention services as directed or needed.
- Collect and analyze customer feedback to enhance our services.
- Propose and implement improvements to support processes.

#### Job Offer

- Competitive salary (4M-6M JPY).
- Flexible work-from-home option (4 days per week, 1 day onsite).
- Opportunity for career growth and development.
- Collaborative and supportive work environment.

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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### Required Skills

- Native-level proficiency in Japanese and fluency in English.
  - Minimum 1-2 years of customer service experience in call center/inhouse center
  - Strong problem-solving skills and attention to detail.
  - Excellent communication and interpersonal skills.
  - Ability to work independently and as part of a team.
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### Company Description

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