



「プロだからわかる、あなたのスキルが活躍する場所」
60以上の業界・職種に特化した専門チームがサポート

Robert—
—Walters

【英語を活かす】クライアントサービスセンターマネージャー/ Client Service Center Manager

高級ブランドにて、クライアントサービスセンターマネージャーの求人がございます。

Job Information

Recruiter

Robert Walters Japan (ロバート・ウォルターズ)

Hiring Company

ぜいたく品メーカー

Job ID

1487369

Industry

Apparel, Fashion

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

5 million yen ~ 9 million yen

Work Hours

お問い合わせください

Holidays

完全週休2日制, 土日祝日休み, 有給休暇

Refreshed

August 23rd, 2024 07:00

General Requirements

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

Business Level

Minimum Education Level

Bachelor's Degree

Visa Status

Permission to work in Japan required

Job Description

A global luxury goods company is looking for a Client Service Center Senior Manager. The selected candidate will continuously deliver best-in-class service, develop compelling strategies, and oversee team performance.

This European company has a rich history in the luxury goods market and continues to be a name synonymous with excellent design and craftsmanship. With an enduring global presence and a diversified range of luxury goods on offer to customers, this brand commands a dominating presence in the most exclusive shopping areas in the world.

Keywords:

カスタマーサービス, サポート, コミュニケーション, 接客

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Responsibilities:

- Deliver best-in-class service across daily operations, process, quality, and sales management
- Design strategies to achieve business goals
- Monitor and analyse metrics to identify improvements and co-build action plans with the management team
- Ensure top-quality service by collaborating with training and quality manager
- Coordinate with other departments to meet sales targets across all channels
- Identify areas of improvement, provide recommendations, and drive execution
- Secure compliance with company procedures and standards for every customer interaction
- Oversee team leaders to ensure a customer-first mindset and excellent service delivery
- Create and sustain effective leadership

Requirements:

- More than 5 years of experience in luxury (retail, customer service is ideal)
- Experience handling client inquiries through various communication tools (phone, email, social media, etc.)
- Prior customer-facing experience
- Proven experience with Salesforce is a plus
- Proficient in Japanese; business level English

Company Description

We've been a driving force in the Japanese bilingual recruitment market, providing high quality candidates for our clients and access to the best jobs for over 20 years. We operate a team-based profit share system which, we believe, sets us apart from the majority of competitors by enabling us to always put the interests of our clients and candidates first. That means we can find the best fit for employer and job seeker, and we never push people into unsuitable roles.