



# Michael Page

[www.michaelpage.co.jp](http://www.michaelpage.co.jp)

## Customer Advisor for Luxury Retail Brand

### Client Advisor for Global Luxury Brand

#### Job Information

**Recruiter**
[Michael Page](#)
**Job ID**

1491079

**Industry**

Retail

**Job Type**

Permanent Full-time

**Location**

Tokyo - 23 Wards

**Salary**

4 million yen ~ 6 million yen

**Refreshed**

August 20th, 2024 17:00

#### General Requirements

**Career Level**

Mid Career

**Minimum English Level**

Daily Conversation

**Minimum Japanese Level**

Native

**Minimum Education Level**

High-School or Below

**Visa Status**

Permission to work in Japan required

#### Job Description

As the Client Advisor, you will ensure that you develop a loyal client base and maximize each sales opportunity by providing professional customer support and advice on the overall product lines. You will be responsible for answering all incoming contacts from customers via phone, emails and chats.

**Client Details**

Our client is one of the most iconic luxury houses in the world.

**Description**

As the Client Advisor, you will ensure that you develop a loyal client base and maximize each sales opportunity by providing professional customer support and advice on the overall product lines. You will be responsible for answering all incoming contacts from customers via phone, emails and chats.

The main responsibilities involve:

- Assisting customers through phone, chat, emails about their purchases, their in-store experience, or reservations for

- certain newly opened boutiques
- Keep good relationships with regular customers and develop a loyalty, trust-based relationship with new ones
- Ensure customers are provided with accurate, professional and timely responses
- Process and resolve customer complaints with the aim of customer satisfaction and conversion
- Sales-oriented: Advise and propose a personalized personalized service based on your expertise on the product lines and brands

#### **Job Offer**

- Internal mobility opportunities down the line
- Remote work system included
- Very dynamic and exiting job scope providing extremely valuable skills for future career opportunities

To apply online please click the 'Apply' button below. For a confidential discussion about this role please contact Davide Capretta at +81 3 6832 8675.

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#### **Required Skills**

The Team is looking for Customer Support oriented candidates with a strong passion for the Luxury Industry and excellent communication skills, motivated to learn and to provide customers with advice and support on the different brands and product lines offered.

Among the most important requirements:

- Experience in customer service
  - Client-oriented and motivated to provide customers with advice and support
  - Sales oriented - interested in being able to provide information and advise about different brands/products
  - Experienced and comfortable with all basic computer skills and applications
  - Native level of Japanese language
  - English skills ideal but not mandatory (better for promotion opportunities)
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#### **Company Description**

One of the most iconic luxury houses in the world.