



Michael Page

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Unique Opportunity! Customer Support for Luxury Retail Brand

Client Advisor for Global Luxury Brand

Job Information

Recruiter
[Michael Page](#)
Job ID

1493067

Industry

Retail

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

4 million yen ~ 5.5 million yen

Refreshed

September 3rd, 2024 11:00

General Requirements

Career Level

Mid Career

Minimum English Level

Daily Conversation

Minimum Japanese Level

Native

Minimum Education Level

High-School

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.

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.