



# MichaelPage

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

## Customer Service Position for Fashion Retail Brand

### Client Service Advisor - Fashion Retail

#### Job Information

##### Recruiter

Michael Page

##### Job ID

1506293

##### Industry

Retail

##### Job Type

Permanent Full-time

##### Location

Tokyo - 23 Wards

##### Salary

4 million yen ~ 6 million yen

##### Refreshed

November 25th, 2024 16:05

#### General Requirements

##### Career Level

Mid Career

##### Minimum English Level

Business Level

##### Minimum Japanese Level

Fluent

##### Minimum Education Level

Bachelor's Degree

##### Visa Status

Permission to work in Japan required

#### Job Description

As the Client Service Center Advisor, you will be an ambassador of the Brand and be responsible for answering all incoming contacts from customers via phone, email, and ensure that you develop a loyal client base.

#### Client Details

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

#### Description

As the Client Service Center Advisor, you will be an ambassador of the Brand and be responsible for answering all incoming contacts from customers via phone, email, and ensure that you develop a loyal client base. The main responsibilities involve:

- Ensure customers are provided with an accurate, professional and timely responses
- Handing calls and emails from clients (regarding online shopping orders, change requests, Repair requests, etc.)
- Resolve customer complaints (digital and retail, after-sales service complaints, return processing, etc.) with the aim of customer satisfaction and conversion
- Advise and propose a personalized service based on your expertise on the collections and categories of products of

the brand

\*Note: includes weekends and national holidays

### **Job Offer**

- Career progression opportunities to Senior positions
- Possibility of internal transfers
- Great company provided-benefits

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 industry. The be able to succeed, candidates will present the following qualifications:

- Solid experience in customer service
  - Team development experience would be a plus
  - Professional and friendly approach to customer service, passionate about creating a loyal client base
  - Experienced and comfortable with all basic computer skills and applications (microsoft office, etc.)
  - Native level of Japanese language with professional level of Keigo
  - Business level of English
- 

### **Company Description**

The company is one of the most iconic luxury brands in the world.