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## Client Service - Luxury Retail up to 6M JPY

### Client Service Associate

#### Job Information

##### Recruiter

Michael Page

##### Job ID

1510821

##### Industry

Other

##### Job Type

Permanent Full-time

##### Location

Tokyo - 23 Wards

##### Salary

4 million yen ~ 7 million yen

##### Refreshed

December 13th, 2024 14:31

#### 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 Client Service Advisor, you will be an integral part of our luxury retail team, responsible for delivering unparalleled customer service, upselling, and providing expert consultation to our esteemed clientele.

#### Client Details

Our client is a world-renowned luxury brand celebrated for its heritage, craftsmanship, and timeless designs.

#### Description

As a Client Service Advisor, you will be the first point of contact for our valued clients, offering premium over-the-phone customer service. Your responsibilities will include:

- Managing client inquiries with professionalism and expertise.
- Checking product stock availability and processing reservations.
- Coordinating product repairs, exchanges, and ensuring customer satisfaction.
- Conducting proactive outbound communications, including upselling through cold calls to enhance the client experience.

### Job Offer

- Promising career progression
- Salary up to 6M base +\_ 10% incentive (performance based)
- Exposure to different facets of the business

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

- Minimum of 1 year of client service experience in a luxury brand or retail environment.
  - Native-level proficiency in Japanese and fluency in English.
  - Willingness to work onsite at the Tokyo office.
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### Company Description

Luuxury Retail