



PR/094413 | Senior Customer Success Specialist

Job Information

Recruiter

JAC Recruitment Vietnam Co., Ltd

Job ID

1513599

Industry

Civil Engineering and Construction

Job Type

Permanent Full-time

Location

Vietnam

Salary

Negotiable, based on experience

Refreshed

February 4th, 2025 04:00

General Requirements

Minimum Experience Level

Over 3 years

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

Business Level

Minimum Education Level

Associate Degree/Diploma

Visa Status

No permission to work in Japan required

Job Description

Company and Job Overview

We are seeking a dedicated and proactive Senior Customer Success Specialist to join our team. This role will primarily focus on managing customer inquiries, issues, and requests related to shipped-out and online orders for our US and UK markets. The ideal candidate will have strong communication skills, attention to detail, and a customer-centric attitude to ensure a seamless experience for our clients from order placement to delivery.

Job Responsibilities
Order Management:

- Handle customer inquiries related to online and shipped-out orders, including checking address, shipping payment, tracking, order status, shipping status, shipping delays, and returns.
- Process order adjustments or cancellations, when applicable, and ensure timely communication with customers regarding changes.

- Assist customers in the US and UK markets by providing clear and accurate information regarding product availability, order status, and shipping policies.

Issue Resolution:

- Address customer concerns or complaints related to damaged, missing, or delayed shipments.
- Work closely with the warehouse and logistics teams to resolve shipping issues quickly and efficiently.
- Provide solutions to customer inquiries, ensuring that all interactions are positive and aligned with company policies.

Customer Communication:

- Respond to customer inquiries in a professional and friendly manner.
- Maintain a high level of customer satisfaction by ensuring timely responses and proactive updates on order status and issues.

System Management:

- Update and maintain accurate customer information, order details, and issue logs in the order management systems.
- Ensure the information is up-to-date with the most recent order status and customer communications.

Collaboration:

- Collaborate with the sales and warehouses to ensure a smooth order process and identify areas for improvement.
- Provide feedback to the team on common customer concerns or challenges to help improve product offerings and processes.

Returns & Exchanges:

- Coordinate with sales team to manage return and exchange requests, ensuring customers are guided through the process and that all necessary information is provided.
- Work with the warehouses to ensure the timely processing of returned products.

Job Requirements

- 5 years or more experience in customer service
- Have experience working with US, UK or Europe based companies.
- Proven experience in customer service, preferably in an e-commerce or retail environment
- Familiarity with order management systems, CRM tools, and customer service software is a plus
- Excellent English language – verbal and written
- Excellent written and verbal communication skills, with a strong focus on customer empathy
- Ability to handle multiple customer inquiries simultaneously while maintaining attention to detail.
- Strong problem-solving abilities and ability to manage difficult situations with professionalism.
- Strong time management and organizational skills, with the ability to prioritize tasks effectively.
- Positive, team-oriented attitude and a willingness to collaborate across departments.

#LI-JACVN

Company Description