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Client Service - Luxury Retail up to 6M JPY

Client Service Associate

Job Information

Recruiter
[Michael Page](#)
Job ID

1514180

Industry

Other

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

4 million yen ~ 7 million yen

Refreshed

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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

Join a prestigious luxury brand as a Client Service Advisor, providing exceptional over-the-phone customer support. Handle inquiries, reservations, repairs, and proactive upselling to elevate the client experience.

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

- A competitive salary, with an estimated range of 4M-6M JPY
- A work shift of 5 days per week, including weekends and public holidays
- A strong, supportive, and collaborative company culture
- Opportunities for professional development and growth

We welcome all qualified candidates who are passionate about customer service and the Luxury retail industry to apply. This is a fantastic opportunity to join a large organization in Tokyo that values its employees and is committed to their professional growth.

To apply online please click the 'Apply' button below. For a confidential discussion about this role please contact Michelle Rosette on +813 6832 8698.

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