

MichaelPage

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Client Services Advisor for Famous Retail Brand

Client Services Advisor for Retail Brand

Job Information

Recruiter

Michael Page

Job ID

1516677

Industry

Other (Hospitality)

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

3.5 million yen ~ 5 million yen

Refreshed

January 22nd, 2025 16:07

General Requirements

Career Level

Entry Level

Minimum English Level

Fluent

Minimum Japanese Level

Fluent

Minimum Education Level

High-School

Visa Status

Permission to work in Japan required

Job Description

Join our APAC team as a Client Services Advisor and play a pivotal role in delivering unparalleled service to our customers. You'll build strong client relationships, support e-commerce operations, and contribute to a thriving digital sales environment while working with an international luxury fashion brand.

Client Details

Our client is a renowned leader in the global fashion industry, known for our innovative designs, attention to detail, and customer-centric approach. Operating at the intersection of creativity and commerce, we take pride in delivering exceptional experiences across all channels.

Description

As a Client Services Advisor, you will:

- **Deliver** exceptional customer service through email, telephone, live chat, and social media.
- **Manage** customer orders and logistics using advanced order management systems.
- **Develop** a deep understanding of our products, collections, and customer needs to ensure tailored recommendations.

- **Contribute** to the smooth fulfillment of e-commerce and omnichannel orders.
- **Support** special projects and collaborate with internal teams to achieve operational excellence.

Job Offer

- The opportunity to work with a prestigious brand in the heart of Tokyo.
- A collaborative and inspiring work environment where your contributions make an impact.
- Hands-on experience in e-commerce and luxury fashion, with opportunities to grow professionally.
- A full-time position with the chance to showcase your expertise in customer service and sales.

To apply online please click the 'Apply' button below. For a confidential discussion about this role please contact Peryhan Essam on +813 6832 8691.

Required Skills

- **Fluency in Japanese and** English, Korean is also a plus!
 - Familiarity with tools like **Zendesk, CRM systems, and order management platforms**.
 - Strong interpersonal skills, a **positive attitude**, and an eagerness to go above and beyond for clients.
 - A **solution-oriented mindset** and ability to work effectively within a team.
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Company Description

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