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Client Advisor (office) at Global Luxury Brand

Customer Service for Global Luxury Brand

Job Information

Recruiter
[Michael Page](#)
Job ID

1518786

Industry

Retail

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

4 million yen ~ 5 million yen

Refreshed

January 29th, 2025 13:24

General Requirements

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

Native

Minimum Education Level

Bachelor's Degree

Visa Status

Permission to work in Japan required

Job Description

We are seeking a dedicated and customer-focused Client Advisor to join our fast-paced FMCG team in Shibuya. The role focuses on providing exceptional customer service, managing client relationships, and contributing to the success of our customer service department.

Client Details

Our client is a well-established large organization within the FMCG industry. With a global presence and a dedication to quality and innovation, they are renowned for their premium products and excellent customer service.

Description

As the Client Advisor, you will be responsible for answering all incoming contacts from customers via phone, emails and chats. The main goal is to ensure that you develop a loyal client base and maximize each opportunity by providing professional customer support and advice on the overall product line if needed.

The main responsibilities involve:

- Assisting customers through phone, chat, emails about their purchases, their in-store experience
- Keep good relationships with regular customers and develop a loyalty, trust-based relationship with new ones
- Ensure customers are provided with accurate, professional and timely responses
- Process and resolve customer complaints with the aim of customer satisfaction and conversion
- Sales-oriented: Advise and propose a personalized service based on your expertise on the product lines and brands

Job Offer

- Internal mobility opportunities down the line
- Remote work system included
- A supportive and welcoming team environment
- Very dynamic and exiting job scope providing extremely valuable skills for future career opportunities
- Opportunities for professional growth and development within the FMCG industry.

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 Luxury Industry and excellent communication skills, motivated to learn and to provide customers with advice and support on the different brands and product lines offered. Among the most important requirements:

- Experience in B2C customer service
- Sales oriented - interested in being able to provide information and advise about different brands/products
- Experienced and comfortable with all basic computer skills and applications
- Native level of Japanese language
- Business English is a nice to have

Company Description

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