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CS Aftersales Manager for Luxury Retail Brand

CS Aftersales Manager - Luxury Retail

Job Information

Recruiter
[Michael Page](#)
Job ID

1520604

Industry

Other

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

7 million yen ~ 9 million yen

Refreshed

February 5th, 2025 17:00

General Requirements

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

Fluent

Minimum Education Level

Bachelor's Degree

Visa Status

Permission to work in Japan required

Job Description

The Customer Service Manager will handle management of after-sales service related operations. This new position will require updating processes, volume changes and improvement of current systems, chance to potentially manage new workshops. There is no direct communication with customers.

Client Details

This opportunity is with a highly respected, large organization within the retail industry. Known for its commitment to excellence and a strong presence in the market, the company prides itself on its high standards of customer service and quality products.

Description

The Customer Service Manager will handle management of after-sales service related operations. This new position will require updating processes, volume changes and improvement of current systems, chance to potentially manage new workshops. There is no direct communication with customers. Main **responsibilities** include:

- Systematization, efficiency improvement and related project management

- Implementation and maintenance of after-sales service policies
- Communicating with HQ abroad
- Planning and implementation of technical and quality control training for store staff

Job Offer

- A supportive and professional work environment in the heart of Tokyo
- Opportunities for career growth within the industry
- Possibility of internal transfers and potential moves within APAC

This is a fantastic opportunity for a seasoned customer service professional to further their career in a large and respected organization. We encourage interested applicants to apply today.

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

A successful CS Manager candidate should have:

- A strong background in customer service management within the Retail industry
 - Manager experience in customer service
 - Experienced in customer service aftersales
 - High business level of Japanese
 - An interest in the luxury retail industry is required
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Company Description

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