

**MichaelPage**

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## Customer Service Position at European fashion brand!

### Customer Service Role at Luxury Brand

#### Job Information

**Recruiter**

Michael Page

**Job ID**

1524807

**Industry**

Retail

**Job Type**

Permanent Full-time

**Location**

Tokyo - 23 Wards

**Salary**

4 million yen ~ 5.5 million yen

**Refreshed**

March 5th, 2025 17:58

#### General Requirements

**Career Level**

Mid Career

**Minimum English Level**

Business Level

**Minimum Japanese Level**

Native

**Minimum Education Level**

Associate Degree/Diploma

**Visa Status**

Permission to work in Japan required

#### Job Description

We are seeking a dedicated, customer-oriented professional for the role of Customer Service at a leading luxury fashion company. The ideal candidate should be adept at handling customer queries, providing product information, and being able to recommend products for customers to buy.

**Client Details**

Our client is a renowned European luxury fashion brand with a strong presence in Japan and a commitment to innovation. They are headquartered in the heart of Tokyo and offer a stimulating and rewarding work environment.

**Description**

The Customer Service Team is responsible for both post-sales and pre-sales customer support. Among the main responsibilities:

- Handle customer inquiries via phone, email and chat (Inquiry e.g.: Product details, stock, E-commerce orders, repair requests etc.)
- Attending training sessions when necessary

- Sales-oriented: Advise and propose a personalized service based on your expertise on the product lines and brands
- Communicating and building good relationships with other teams

#### **Job Offer**

- Performance-based bonus and incentive schemes
- Remote work system included
- A supportive and welcoming team environment
- Very dynamic and exciting job scope providing extremely valuable skills for future career opportunities
- Opportunities for professional growth and development within the 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.

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#### **Required Skills**

The Customer Support Team is looking for candidate with the following qualifications:

- Experience in B2C customer service or store manager
  - Experienced and comfortable with all basic computer skills and applications
  - High business level of Japanese language and Business English
  - Sales oriented - interested in being able to provide information and advise about the different products available
  - Experience in the same industry
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