

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

1526586

Industry

Retail

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

4 million yen ~ 5.5 million yen

Refreshed

March 13th, 2025 16:00

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.

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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Company Description

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