

Client Service Advisor for Global Fashion House

Client Service Advisor - Luxury Retail

募集職種

人材紹介会社

マイケル・ページ・インターナショナル・ジャパン株式会社

求人ID

1485159

業種

小売

雇用形態

正社員

勤務地

東京都 23区

給与

400万円 ~ 600万円

更新日

2024年07月03日 17:50

応募必要条件

キャリアレベル

中途経験者レベル

英語レベル

ビジネス会話レベル

日本語レベル

流暢

最終学歴

大学卒：学士号

現在のビザ

日本での就労許可が必要です

募集要項

As the Client Service Center Advisor, you will be an ambassador of the Brand and be responsible for answering all incoming contacts from customers via phone, email, and ensure that you develop a loyal client base.

Client Details

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

Description

As the Client Service Center Advisor, you will be an ambassador of the Brand and be responsible for answering all incoming contacts from customers via phone, email, and ensure that you develop a loyal client base. The main responsibilities involve:

- Ensure customers are provided with an accurate, professional and timely responses
- Handing calls and emails from clients (regarding online shopping orders, change requests, Repair requests, etc.)
- Resolve customer complaints (digital and retail, after-sales service complaints, return processing, etc.) with the aim of customer satisfaction and conversion
- Advise and propose a personalized service based on your expertise on the collections and categories of products of

the brand

*Note: 10:00 - 20:00 shift work, includes weekends and national holidays

Job Offer

- Career progression opportunities to Senior positions
- Possibility of internal transfers
- Great company provided-benefits

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.

スキル・資格

The Team is looking for Customer Support oriented candidates with a strong passion for the industry. The be able to succeed, candidates will present the following qualifications:

- Solid experience in customer service
- Team development experience would be a plus
- Professional and friendly approach to customer service, passionate about creating a loyal client base
- Experienced and comfortable with all basic computer skills and applications (microsoft office, etc.)
- Native level of Japanese language with professional level of Keigo
- Business level of English

会社説明

The company is one of the most iconic luxury brands in the world.