

Customer Service - Chat and Email only - Ecommerce company

Customer Seller Support up to 6M JPY!

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

1491286

業種

小売

雇用形態

正社員

勤務地

東京都 23区

給与

400万円 ~ 650万円

更新日

2024年08月22日 17:54

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

流暢

日本語レベル

ネイティブ

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 a Customer Seller Support Specialist, where you'll respond to customer inquiries, resolve issues, and enhance our services through feedback and process improvements. This role offers a competitive salary, flexible remote work options, and the opportunity for career growth

Client Details

- Well-known e-commerce business

Description

- Respond to customer inquiries via inbound and outbound email.
- Identify and resolve issues promptly, ensuring customer satisfaction.
- Handle complaints and escalations to/from related teams efficiently.
- Provide up-selling, cross-selling, and account retention services as directed or needed.
- Collect and analyze customer feedback to enhance our services.
- Propose and implement improvements to support processes.

Job Offer

- Competitive salary (4M-6M JPY).
- Flexible work-from-home option (4 days per week, 1 day onsite).
- Opportunity for career growth and development.
- Collaborative and supportive work environment.

To apply online please click the 'Apply' button below. For a confidential discussion about this role please contact Michelle Rosette on +813 6832 8698.

スキル・資格

- Native-level proficiency in Japanese and fluency in English.
 - Minimum 1-2 years of customer service experience in call center/inhouse center
 - Strong problem-solving skills and attention to detail.
 - Excellent communication and interpersonal skills.
 - Ability to work independently and as part of a team.
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会社説明

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