

MichaelPage

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CS Aftersales Manager for Luxury Retail Brand

CS Aftersales Manager - 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

1519030

業種

その他

雇用形態

正社員

勤務地

東京都 23区

給与

700万円 ~ 900万円

更新日

2025年02月03日 14:04

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

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.

スキル・資格

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

会社説明

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