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CUSTOMER SERVICE at European Luxury Fashion Brand!

Customer Service Role at Luxury Brand

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

1521402

業種

小売

雇用形態

正社員

勤務地

東京都 23区

給与

400万円 ~ 550万円

更新日

2025年02月10日 17:00

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

ネイティブ

最終学歴

短大卒：準学士号

現在のビザ

日本での就労許可が必要です

募集要項

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.

スキル・資格

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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会社説明

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