

MichaelPage

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CLIENT ADVISOR (Office) at Global Luxury Brand

CLIENT ADVISOR for Global 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

1522459

業種

小売

雇用形態

正社員

勤務地

東京都 23区

給与

400万円 ~ 500万円

更新日

2025年02月18日 16:00

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

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

We are seeking a dedicated and customer-focused Client Advisor to join our fast-paced FMCG team in Shibuya. The role focuses on providing exceptional customer service, managing client relationships, and contributing to the success of our customer service department.

Client Details

Our client is a well-established large organization within the FMCG industry. With a global presence and a dedication to quality and innovation, they are renowned for their premium products and excellent customer service.

Description

As the Client Advisor, you will be responsible for answering all incoming contacts from customers via phone, emails and chats. The main goal is to ensure that you develop a loyal client base and maximize each opportunity by providing professional customer support and advice on the overall product line if needed.

The main responsibilities involve:

- Assisting customers through phone, chat, emails about their purchases, their in-store experience
- Keep good relationships with regular customers and develop a loyalty, trust-based relationship with new ones
- Ensure customers are provided with accurate, professional and timely responses
- Process and resolve customer complaints with the aim of customer satisfaction and conversion
- Sales-oriented: Advise and propose a personalized service based on your expertise on the product lines and brands

Job Offer

- Internal mobility opportunities down the line
- Remote work system included
- A supportive and welcoming team environment
- Very dynamic and exiting job scope providing extremely valuable skills for future career opportunities
- Opportunities for professional growth and development within the FMCG 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 Team is looking for Customer Support oriented candidates with a strong passion for the Luxury Industry and excellent communication skills, motivated to learn and to provide customers with advice and support on the different brands and product lines offered. Among the most important requirements:

- Experience in B2C customer service
- Sales oriented - interested in being able to provide information and advise about different brands/products
- Experienced and comfortable with all basic computer skills and applications
- Native level of Japanese language
- Business English is a nice to have

会社説明

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