

MichaelPage

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## Aftersales CS 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

1524046

## 業種

その他

## 雇用形態

正社員

## 勤務地

東京都 23区

## 給与

750万円 ~ 1000万円

## 更新日

2025年03月01日 11:00

## 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

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.

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#### 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

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#### 会社説明

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