

MichaelPage

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Customer Seller Support

Customer Support Specialist - Ecommerce

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

1526707

業種

その他

雇用形態

正社員

勤務地

東京都 23区

給与

400万円 ~ 600万円

更新日

2025年03月14日 20:33

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 Support Specialist, you'll assist customers via email and phone, resolving inquiries and issues. You'll also collaborate with various teams and contribute to process improvements while ensuring customer satisfaction.

Client Details

Well-known E-commerce business

Description

Key Responsibilities

- Respond to customer inquiries via email and phone
- Support sellers with platform-related issues and provide solutions
- Handle escalations and collaborate with internal teams
- Collect customer feedback to improve support processes
- Build strong relationships with sellers and contribute to their success

Job Offer

Competitive salary up to **6M JPY**

Flexible **hybrid work environment** (2 days WFH per week)

Join a global team and support one of the biggest eCommerce platforms

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

Requirements

- 3+ years of customer support experience, ideally in eCommerce
 - Fluent in Japanese, business-level English
 - Strong communication and problem-solving skills
 - Experience working in a hybrid or remote environment is a plus
 - Familiarity with tools like Slack, Zoom, and Microsoft Office
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会社説明

Customer Support Specialist up to 6M JPY