

Job Detail

Staff Level

Position Title	Client Advisor (Retail Management Trainee) / New Global Project / Career Develop /No experience required / Diversity / Training
Company Name	Kering Japan Limited
Activated / Updated	2024-05-07 / 2024-05-07
Job Type	Logistics/Retail/Consumer/Fashion - Shop Sales/Advisor Logistics/Retail/Consumer/Fashion - Shop Management/Supervisor Sales/AE - Luxury Item Sales
Industry	Fashion/Apparel/Accessory
Location	Asia Japan
Job Description	<p><Management Trainee> As an management trainee, you will work with the Retail Director/Store Manager to promote shop development, team engagement, etc. We plan to have you acquire the necessary skills through a wide variety of training programs, and at the same time gain support from Buddy/Mentors in Japan and overseas.</p> <p>Client advisors are responsible for a variety of tasks, from customer service to shop development. The Kering Group offers a wide variety of collections, including fashion, leather goods, and jewelry, and we offer total coordination to our customers.</p> <p><Customer service> As a brand ambassador, we will provide the appeal of our products and hospitality to customers who visit our stores. We believe it is important to understand our customers' needs and situations, and through dialogue we listen to their preferences, how they spend their daily lives, and the image they want to achieve by wearing our products. The content we talk about is not only about brands and products, but also a wide range of topics such as everyday topics and hobbies. We value teamwork among our staff, and sometimes multiple staff members work together as a team to serve a group of customers. Our staff works together to create a satisfying shopping experience so that our customers can have a wonderful time.</p> <p><Client Telling> We aim to build relationships with our customers not only through our products, but also through communication that will earn them trust in our shop and staff. For example, after a customer visits our store, we may send a thank you letter and follow up with a phone call. We will notify the customer when the product becomes available, and we will be fully prepared to welcome the customer. The real pleasure of being a client advisor is being able to build relationships that last five or even 10 years.</p> <p><Shop creation> We create strategic displays to make your shop a more attractive space and to convey your brand's worldview to customers. We always keep an eye on trends and situations of not only our own brands, but also other brands, as well as customer reactions, and reflect them in our presentations.</p>
Company Info	<p>A global Luxury group, Kering manages the development of a series of renowned Houses in Fashion, Leather Goods and Jewelry: Gucci, Saint Laurent, Bottega Veneta, Balenciaga, Alexander McQueen, Brioni, Boucheron, Pomellato, DoDo, Qeelin, Ginori 1735 as well as Kering Eyewear and Kering Beauté.</p> <p>By placing creativity at the heart of its strategy, Kering enables its Houses to set new limits in terms of their creative expression while crafting tomorrow's Luxury in a sustainable and responsible way. We capture these beliefs in our signature: "Empowering Imagination". True to its signature «Empowering Imagination», Kering empowers brands to realize their potential in the most sustainable way by stretching the imagination and creating the luxury of tomorrow.</p> <p>Our brand is driven by a shared culture and purpose. Together, our brands are building a passionate and trusted luxury group, pursuing change for a better future.</p> <p>Would you like to open up a new luxury with us?</p>

Working Hours	Shift Work 9:45-21:15 (7.5 hours actual work/90 minutes break) *Business hours vary depending on the store
Qualifications	<p>【Who you are...】</p> <ul style="list-style-type: none"> • Enthusiasm for the brand and product • Excellent communication, customer service, and relationship building skills - Passionate team player with a positive attitude and friendly personality • Japanese, English, business level or above (it is a plus if you can also speak other languages)
English Level	Business Conversation Level (TOEIC 735-860)
Japanese Level	Fluent(JLPT Level 1 or N1)
Salary	Depends on experience
Salary Description	<p>【Welfare】</p> <ul style="list-style-type: none"> - Fully equipped with various social insurance (employment, industrial accident, health, welfare pension) • Incentive system • Transportation expenses provided • Overtime allowance • Defined contribution pension, asset accumulation savings • Childcare shortened working hours system • Baby Leave (14weeks of paid leave no matter your gender) • Employee discount system • Uniform loan • Benefit One (membership welfare system) <p>[Measures to prevent passive smoking] Smoking is completely prohibited indoors or there is a separate indoor smoking area (varies depending on the business)</p>
Holiday Description	<p>[Holidays/Vacations]</p> <ul style="list-style-type: none"> • 120 days off per year • Paid vacation, condolence leave, pre- and post-natal leave, childcare leave system, etc.
Job Contract Period	Full-time employment