

Job Detail

Staff Level

Position Title	Customer Service Representative - Luxury Retail up to 5M JPY
Recruiter Company	Michael Page International Japan K.K./マイケル・ページ・インターナショナル・ジャパン株式会社
Company Name	Company name is private
Activated / Updated	2024-05-02 / 2024-05-02
Job Type	Customer Service - Customer Support
Industry	Distribution/Retail
Location	Asia Japan Tokyo
Job Description	<p>As a Customer Service Representative, you will be the voice of our brand, responsible for delivering exceptional service to our valued customers.</p> <p>Description</p> <ul style="list-style-type: none">* Promptly and effectively responding to customer inquiries and requests through various communication channels such as telephone, email, chat, and social media.* Providing personalized solutions and assistance to meet customer needs, ensuring a positive and seamless experience.* Managing customer complaints and concerns with empathy and professionalism, striving to find satisfactory resolutions.* Educating customers about products, services, and promotions, driving sales and maximizing revenue opportunities.* Collaborating with cross-functional teams to address customer issues and improve overall service delivery.* Maintaining accurate records of customer interactions and transactions, ensuring compliance with company policies and procedures.* Continuously seeking opportunities to enhance the customer experience and exceed service expectations. <p>Profile</p> <ul style="list-style-type: none">* Native Level in Japanese and Fluent in English* Previous experience in customer service or related fields preferred.* Ability to work effectively in a team environment.* Strong problem-solving skills and attention to detail.* Amenable to work in Tokyo office everyday - NO WFH <p>Job Offer</p> <p>Location: Central Tokyo, Japan</p> <p>Salary: Competitive salary range with additional overtime allowance</p> <p>Benefits: Incentive structure based on achieving sales targets, generous seasonal paid holidays</p> <p>Work Schedule: Monday to Friday, daytime hours</p> <p>To apply online please click the 'Apply' button below. For a confidential discussion about this role please contact Michelle Rosette on +813 6832 8698.</p>
Company Info	leading company in the luxury goods industry
English Level	Fluent (TOEIC 865-)
Japanese Level	Native Level

Salary	JPY - Japanese Yen JPY 4500K - JPY 5000K
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