

Job Detail

Staff Level

Position Title	Customer Service Coordinator for a Luxury Fashion House
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	Fashion/Apparel/Accessory
Location	Asia Japan Tokyo
Job Description	<p>The Customer Service Coordinator is responsible for overseeing all aspects of repair-related maintenance and for being the primary point of contact for all customer inquiries via phone, email, and after-sales support.</p> <p>Description</p> <p>The Customer Service Coordinator is responsible for overseeing all aspects of repair-related maintenance and for being the primary point of contact for all customer inquiries via phone, email, and after-sales support.</p> <ul style="list-style-type: none"> * Assisting customers through phone and emails regarding product requests, concerns, store hours, brand information, and repair follow-ups * Provide outbound call services for after-sales when necessary * Coordinate and resolve escalated cases among the Call Center Vendor, HQ, and/or customers * Record accurate information regarding customers' contact details, inquiries, and actions taken * Reporting on client trends and call activity * Following up with store staff and communicating with the in-house quality controller <p>Profile</p> <p>The Team in Tokyo is looking for a Customer Support oriented candidate with a strong passion for the Luxury Retail industry, and ideally with the following strengths / experiences:</p> <ul style="list-style-type: none"> * Solid customer service experience handling phone calls and email communication * Strong interest in the brand and industry * Client-oriented and motivated to provide customers with advice and support * Experienced and comfortable with all basic computer skills and applications * Native level of Japanese language with professional level of Keigo * Business level of English <p>Job Offer</p> <ul style="list-style-type: none"> * Flexible work schedule and some remote work allowed * Dynamic job scope with attractive career prospects <p>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.</p>
Company Info	A global luxury fashion house.
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Qualifications	<p>communication</p> <ul style="list-style-type: none"> -Strong interest in the brand and industry -Client-oriented and motivated to provide customers with advice and support -Experienced and comfortable with all basic computer skills and applications -Native level of Japanese language with professional level of Keigo -Business level of English
English Level	Business Conversation Level (TOEIC 735-860)
Japanese Level	Native Level
Salary	JPY - Japanese Yen JPY 5500K - JPY 7000K