

Job Detail

Manager Level

Position Title	Order Management Leader - Luxury Retail
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>We are seeking a dynamic and experienced individual to join our team as an Order Management Leader for Luxury Retail. In this role, you will be pivotal in maintaining the precision and integrity of our aftersales administration processes, overseeing a team of two administrators, and demonstrating exceptional organizational abilities to prioritize tasks and manage deadlines effectively.</p> <p>Description</p> <p>Repair Reception:</p> <ul style="list-style-type: none">* Enter, oversee, and track aftersales transactions within the system.* Collaborate closely with the Parts Team and Technical Team to address and resolve repair issues.* Handle inquiries to the head office regarding repair matters.* Participate in regular online meetings with the head office, addressing inquiries via telephone and email regarding technical information, product repairs, and related topics.* Serve as the primary point of contact for aftersales services within the organization, managing incoming calls from boutiques and wholesale clients, and resolving customer complaints. <p>Process Improvement:</p> <ul style="list-style-type: none">* Identify opportunities for enhancing processes and implement improvements to increase efficiency and accuracy. <p>Team Collaboration & Organizational Skills:</p> <ul style="list-style-type: none">* Collaborate closely with cross-functional teams, offering aftersales expertise and guidance.* Effectively prioritize deadlines and manage multiple tasks to ensure the timely and accurate completion of aftersales activities. <p>Profile</p> <p>Requirements:</p> <ul style="list-style-type: none">* Bachelor's degree* Demonstrated experience as an Administration Leader, Order Management, Customer Service and Logistics* Proficiency in SAP and MS Excel* Exceptional communication and interpersonal skills* Meticulous attention to detail* Strong analytical and problem-solving capabilities* Native-level proficiency in Japanese and business-level proficiency in English <p>Job Offer</p> <p>We offer a competitive salary of up to 8M JPY, along with a flexible work-from-home policy that allows for remote work up to two times per week.</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.
Company Info	Well-known Luxury Retail
English Level	Fluent (TOEIC 865-)
Japanese Level	Native Level
Salary	JPY - Japanese Yen JPY 4500K - JPY 8000K

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