

## Job Detail

Staff Level

Position Title	After-Sales Specialist for Fashion Luxury Company
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	Luxury Goods
Location	Asia Japan Tokyo
Job Description	<p>As the After-Sales Specialist you will be supporting the Team's Manager with the establishment of a new After-Sales department, as well as be able to contribute individually by supporting customers post-purchase inquiries.</p> <p>Description</p> <p>As the After-Sales Specialist you will be supporting the Team's Manager with the establishment of a new After-Sales department, as well as be able to contribute individually by supporting customers post-purchase inquiries.</p> <p>The main responsibilities involve:</p> <ul style="list-style-type: none"><li>* Engage in customer support after-sales activities to ensure customer satisfaction</li><li>* Respond to inquiries escalated from stores, client service departments, and wholesale departments</li><li>* Support the Team's Manager with vendor selection and improvement of existing partnerships</li><li>* Support the implementation of new after-sales processes for the new business</li><li>* Frequent communication in English via email, chat, and online meetings with the HQ in Europe</li></ul> <p>Profile</p> <p>The Team in Tokyo is looking for candidates with a passion for the industry and for improving the quality of the existing after-sales system, and with the following strengths / experiences:</p> <ul style="list-style-type: none"><li>* Customer Service background</li><li>* After-Sales experience in the fashion luxury industry</li><li>* Experience in planning and implementing new strategies and solutions</li><li>* PC skills: WORD, EXCEL, Power Point</li><li>* Native level of Japanese</li><li>* Business level of English</li></ul> <p>With some degree of flexibility about the above, if you think you have the right set of skills for the job, the company would love to hear from you.</p> <p>Job Offer</p> <ul style="list-style-type: none"><li>* Generous remote work system</li><li>* Chance to contribute to the establishment of the after-sales service of a new business</li><li>* International job scope</li></ul> <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	The client is a luxury fashion house

English Level	Business Conversation Level (TOEIC 735-860)
Japanese Level	Native Level
Salary	JPY - Japanese Yen JPY 5000K - JPY 8000K

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