

Job Detail

Staff Level

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| Position Title | Customer Service Repair Coordinator for 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 REPAIR experience handling phone calls and email communication * Strong interest in and experience in the fashion luxury 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. |
| | <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 REPAIR experience handling phone calls and email |

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| Qualifications | <p>communication</p> <ul style="list-style-type: none"> -Strong interest in and experience in the fashion luxury 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 5000K - JPY 7000K |

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