

## Job Detail

Staff Level

Position Title	Customer Support / Advisor for Luxury Brand
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	Fast Moving Consumer Goods (FMCG)
Location	Asia Japan Tokyo
Job Description	<p>As the Client Advisor, you will ensure that you develop a loyal client base and maximize each sales opportunity by providing professional customer support and advice on the overall product lines. You will be responsible for answering all incoming contacts from customers via phone, emails and chats.</p> <p>Description</p> <p>As the Client Advisor, you will ensure that you develop a loyal client base and maximize each sales opportunity by providing professional customer support and advice on the overall product lines. You will be responsible for answering all incoming contacts from customers via phone, emails and chats.</p> <p>The main responsibilities involve:</p> <ul style="list-style-type: none"><li>* Assisting customers through phone, chat, emails about their purchases, their in-store experience, or reservations for certain newly opened boutiques</li><li>* Keep good relationships with regular customers and develop a loyalty, trust-based relationship with new ones</li><li>* Ensure customers are provided with accurate, professional and timely responses</li><li>* Process and resolve customer complaints with the aim of customer satisfaction and conversion</li><li>* Sales-oriented: Advise and propose a personalized service based on your expertise on the product lines and brands</li></ul> <p>Profile</p> <p>The Team is looking for Customer Support oriented candidates with a strong passion for the Luxury Industry and excellent communication skills, motivated to learn and to provide customers with advice and support on the different brands and product lines offered.</p> <p>Among the most important requirements:</p> <ul style="list-style-type: none"><li>* Experience in customer service</li><li>* Client-oriented and motivated to provide customers with advice and support</li><li>* Strong interest in being able to provide information about different brands/products</li><li>* Experienced and comfortable with all basic computer skills and applications</li><li>* Native level of Japanese language with professional level of Keigo</li><li>* English skills ideal but not mandatory (better for promotion opportunities)</li></ul> <p>Job Offer</p> <ul style="list-style-type: none"><li>* Internal mobility opportunities down the line</li></ul>

	<p>* Remote work system included</p> <p>* Very dynamic and exiting job scope providing extremely valuable skills for future career opportunities</p> <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	Our client is one of the most iconic luxury houses in the world.
Qualifications	<p>The Team is looking for Customer Support oriented candidates with a strong passion for the Luxury Industry and excellent communication skills, motivated to learn and to provide customers with advice and support on the different brands and product lines offered.</p> <p>Among the most important requirements:</p> <ul style="list-style-type: none"> <li>-Experience in customer service</li> <li>-Client-oriented and motivated to provide customers with advice and support</li> <li>-Strong interest in being able to provide information about different brands/products</li> <li>-Experienced and comfortable with all basic computer skills and applications</li> <li>-Native level of Japanese language with professional level of Keigo</li> <li>-Good English ideal but not mandatory (better for promotion opportunities)</li> </ul>
English Level	Daily Conversation Level (TOEIC 475-730)
Japanese Level	Native Level
Salary	JPY - Japanese Yen JPY 4500K - JPY 6000K