

## 求人情報

スタッフレベル

ポジション名	Customer Service Coordinator for a Luxury Fashion House
この求人情報の取扱い会社	マイケル・ページ・インターナショナル・ジャパン株式会社/Michael Page International Japan K.K.
企業名	会社名非公開
掲載開始・更新	2024-05-02 / 2024-05-02
職 種	カスタマーサービス - カスタマーサービス/カスタマーサポート
業 種	ファッション・アパレル・アクセサリ関連
勤務地	アジア 日本 東京都
仕事内容	<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"> <li>* Assisting customers through phone and emails regarding product requests, concerns, store hours, brand information, and repair follow-ups</li> <li>* Provide outbound call services for after-sales when necessary</li> <li>* Coordinate and resolve escalated cases among the Call Center Vendor, HQ, and/or customers</li> <li>* Record accurate information regarding customers' contact details, inquiries, and actions taken</li> <li>* Reporting on client trends and call activity</li> <li>* Following up with store staff and communicating with the in-house quality controller</li> </ul> <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"> <li>* Solid customer service experience handling phone calls and email communication</li> <li>* Strong interest in the brand and industry</li> <li>* Client-oriented and motivated to provide customers with advice and support</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>* Business level of English</li> </ul> <p>Job Offer</p> <ul style="list-style-type: none"> <li>* Flexible work schedule and some remote work allowed</li> <li>* Dynamic job scope with attractive career prospects</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>
企業について(社風など)	A global luxury fashion house.
応募条件	<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"> <li>-Solid customer service experience handling phone calls and email communication</li> <li>-Strong interest in the brand and industry</li> <li>-Client-oriented and motivated to provide customers with advice and support</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>-Business level of English</li> </ul>
英語能力	ビジネス会話 (TOEIC 735-860)
日本語能力	ネイティブレベル
年 収	日本・円 550万円 ~ 700万円

