

求人情報

スタッフレベル

ポジション名	Customer Support Client Advisor for Luxury Brand
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	消費財/FMCGメーカー
勤務地	アジア 日本 東京都
仕事内容	<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">* Assisting customers through phone, chat, emails about their purchases, their in-store experience, or reservations for certain newly opened boutiques* Keep good relationships with regular customers and develop a loyalty, trust-based relationship with new ones* Ensure customers are provided with accurate, professional and timely responses* Process and resolve customer complaints with the aim of customer satisfaction and conversion* Sales-oriented: Advise and propose a personalized service based on your expertise on the product lines and brands <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">* Experience in customer service* Client-oriented and motivated to provide customers with advice and support* Strong interest in being able to provide information about different brands/products* Experienced and comfortable with all basic computer skills and applications* Native level of Japanese language with professional level of Keigo* English skills ideal but not mandatory (better for promotion opportunities) <p>Job Offer</p> <ul style="list-style-type: none">* Internal mobility opportunities down the line* Remote work system included* Very dynamic and exiting job scope providing extremely valuable skills for future career opportunities <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)	Our client is one of the most iconic luxury houses in the world.
	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.

応募条件	<p>Among the most important requirements:</p> <ul style="list-style-type: none"> -Experience in customer service -Client-oriented and motivated to provide customers with advice and support -Strong interest in being able to provide information about different brands/products -Experienced and comfortable with all basic computer skills and applications -Native level of Japanese language with professional level of Keigo -Good English ideal but not mandatory (better for promotion opportunities)
英語能力	日常会話(TOEIC 475-730)
日本語能力	ネイティブレベル
年 収	日本・円 450万円 ~ 600万円