

求人情報

スタッフレベル

ポジション名	Call Center Operator - Luxury Retail up to 5M JPY
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	流通・小売
勤務地	アジア 日本 東京都
仕事内容	<p>As a Customer Service Representative, you will be the voice of our brand, responsible for delivering exceptional service to our valued customers.</p> <p>Description</p> <ul style="list-style-type: none">* Promptly and effectively responding to customer inquiries and requests through various communication channels such as telephone, email, chat, and social media.* Providing personalized solutions and assistance to meet customer needs, ensuring a positive and seamless experience.* Managing customer complaints and concerns with empathy and professionalism, striving to find satisfactory resolutions.* Educating customers about products, services, and promotions, driving sales and maximizing revenue opportunities.* Collaborating with cross-functional teams to address customer issues and improve overall service delivery.* Maintaining accurate records of customer interactions and transactions, ensuring compliance with company policies and procedures.* Continuously seeking opportunities to enhance the customer experience and exceed service expectations. <p>Profile</p> <ul style="list-style-type: none">* Native Level in Japanese and Fluent in English* Previous experience in customer service or related fields preferred.* Ability to work effectively in a team environment.* Strong problem-solving skills and attention to detail.* Amenable to work in Tokyo office everyday - NO WFH <p>Job Offer</p> <p>Location: Central Tokyo, Japan</p> <p>Salary: Competitive salary range with additional overtime allowance</p> <p>Benefits: Incentive structure based on achieving sales targets, generous seasonal paid holidays</p> <p>Work Schedule: Monday to Friday, daytime hours</p> <p>To apply online please click the 'Apply' button below. For a confidential discussion about this role please contact Michelle Rosette on +813 6832 8698.</p>
企業について(社風など)	leading company in the luxury goods industry
英語能力	流暢 (TOEIC 865点以上)
日本語能力	ネイティブレベル
年収	日本・円 450万円 ~ 500万円