



## Customer Service Representative/顧客サービス担当者

### Job Information

**Recruiter**

Ascent Global Partners

**Hiring Company**

Retail & Luxury Company

**Job ID**

1460165

**Industry**

Retail

**Job Type**

Permanent Full-time

**Location**

Tokyo - Other Areas

**Salary**

Negotiable, based on experience

**Refreshed**

May 8th, 2024 03:00

### General Requirements

**Minimum Experience Level**

Over 3 years

**Career Level**

Mid Career

**Minimum English Level**

Business Level

**Minimum Japanese Level**

Fluent

**Minimum Education Level**

Bachelor's Degree

**Visa Status**

Permission to work in Japan required

### Job Description

As a Customer Service Manager, you will play a pivotal role in ensuring that our customers receive the highest level of service and support.

**Key Responsibilities:**

1. **Team Leadership:** Lead, coach, and inspire a team of customer service representatives to provide exceptional service and meet the company's service standards.
2. **Customer Experience:** Champion a customer-first mindset, ensuring that every customer interaction is exceptional and aligns with the brand's luxury image.
3. **Complaint Resolution:** Oversee the efficient and professional resolution of customer inquiries, complaints, and requests, turning challenges into opportunities to delight customers.

4. **Operational Excellence:** Manage day-to-day operations of the customer service department, including overseeing order processing, returns, exchanges, and inventory management.
  5. **Service Quality:** Establish and maintain high service standards, continuously seeking innovative ways to enhance the customer experience based on feedback and market trends.
  6. **Product Knowledge:** Develop and provide ongoing training on products, services, and the brand's unique selling points to ensure that the team is well-informed and capable of providing expert guidance to customers.
  7. **Data Analysis:** Utilize data and analytics to identify trends, track key performance indicators, and make data-driven decisions to improve service quality and operational efficiency.
  8. **Vendor and Supplier Relationships:** Manage relationships with suppliers and vendors to ensure timely delivery of products and services, and to maintain high-quality standards.
  9. **Budget Management:** Responsible for managing departmental budgets, including staffing, resources, and expenses, to optimize financial performance.
  10. **Regulatory Compliance:** Ensure compliance with industry regulations and best practices, and stay up to date with relevant laws and policies.
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## Required Skills

### Qualifications:

- Bachelor's degree in business management, retail management, or a related field preferred.
- Proven experience in a customer service management role within the luxury or retail industry.
- Exceptional leadership and team management skills.
- Outstanding communication and interpersonal abilities.
- Proficiency in using customer relationship management (CRM) systems and retail software.
- Strong problem-solving and decision-making skills.
- A keen eye for detail and a commitment to delivering an outstanding customer experience.
- Knowledge of luxury and retail industry trends and best practices.

If you are a dedicated leader with a passion for luxury and retail, and if you thrive in an environment where exceptional service is paramount, we invite you to apply for the Customer Service Manager role in our luxury and retail company. Join us in shaping the future of our brand and providing a world-class shopping experience to our discerning customers.

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## Company Description