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Robert—
Walters

【英語を活かす】カスタマーサービスマネージャー/ Customer Service Manager

化粧品会社にて、カスタマーサービスマネージャーの求人がございます

Job Information

Recruiter

Robert Walters Japan (ロバート・ウォルターズ)

Hiring Company

化粧品会社

Job ID

1559698

Industry

Daily Necessities, Cosmetics

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

9 million yen ~ 11 million yen

Refreshed

September 29th, 2025 08:39

General Requirements

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

Business Level

Minimum Education Level

Bachelor's Degree

Visa Status

Permission to work in Japan required

Job Description

A global cosmetics brand company is seeking a Customer Service Manager. The selected candidate will drive customer service excellence across online platforms, lead strategic initiatives, and foster collaboration between global and market-level teams. This is a hybrid setup role.

This company is a respected name in cosmetics and beauty products in addition to being very active in various research fields. With tens of thousands of employees around the world, this company is firmly established as an industry leader.

Keywords:

カスタマーサービス, オンラインサポート, オムニチャネル, 小売, ラグジュアリーブランド, プロジェクト管理, カスタマーエクスペリエンス, 求人, 外資系

Job Ref: CSGIQ4

Responsibilities:

- Stay updated on brand positioning to guide customer service strategies
- Collaborate with internal teams to uphold brand integrity and support marketing activations
- Lead process improvements and manage system integrations and migrations
- Resolve escalated customer complaints and enhance omnichannel customer experience
- Implement best practices and collaborate with stakeholders to improve the customer journey
- Analyse KPIs, monitor performance, and drive productivity within the customer service team
- Coach and develop team members, empowering growth and career development
- Manage sensitive cases, mitigate PR or legal risks, and ensure adherence to company policies

Requirements:

- Proven management experience in online customer service or support
- Experience working with cross-functional departments across a business
- Previous experience in people development
- Prior omnichannel experience across retail and online environments
- Experience in global ways of working
- Demonstrated success in onboarding, upskilling, and change management
- Knowledge of Salesforce Service Cloud, Teams, and Excel
- Skilled in handling escalations, coaching, and managing underperformance
- Professional level Japanese and English

Company Description

We've been a driving force in the Japanese bilingual recruitment market, providing high quality candidates for our clients and access to the best jobs for over 25 years. We operate a team-based profit share system which, we believe, sets us apart from the majority of competitors by enabling us to always put the interests of our clients and candidates first. That means we can find the best fit for employer and job seeker, and we never push people into unsuitable roles.