



Understanding People

Customer Service Specialist / カスタマーサービススペシャリスト

Global wellness company

Job Information

Recruiter

Specialized Group

Job ID

1584598

Industry

Daily Necessities, Cosmetics

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

Negotiable, based on experience

Refreshed

April 2nd, 2026 09:36

Application Deadline

April 12th, 2026

General Requirements

Minimum Experience Level

Over 3 years

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

Customer Service Specialist | カスタマーサービススペシャリスト

A global wellness-focused company is seeking a Customer Service Specialist to support its independent partners and customers by providing timely, accurate, and high-quality assistance.

Key Responsibilities:

- Respond to inquiries via phone, email, chat, and in-person interactions
- Provide clear and accurate information on products, programs, and company policies
- Process and manage customer orders efficiently
- Collaborate with internal teams to resolve customer issues and concerns

- Identify opportunities to recommend additional products based on customer needs
- Coordinate with relevant departments on returns, exchanges, and refunds
- Maintain detailed and accurate records of customer interactions
- Meet established performance metrics and service quality standards

- - 電話、メール、チャット、対面での問い合わせ対応
- - 製品、プログラム、会社方針に関する正確な情報提供
- - 顧客注文の効率的な処理と管理
- - 社内チームとの連携による顧客問題の解決
- - 顧客ニーズに基づく製品提案機会の特定
- - 返品、交換、返金の際の関連部門との調整
- - 顧客とのやり取りの詳細かつ正確な記録
- - 設定されたパフォーマンス指標とサービス品質基準の達成

Qualifications:

- Minimum 2 years of customer service experience
- At least 1 year of experience in a contact center or call center environment
- Proficiency in Microsoft Office Suite
- Experience with CRM systems (Exigo preferred)
- Familiarity with Five9 or similar telephony platforms
- Strong verbal and written communication skills
- Excellent customer service and phone etiquette

- - カスタマーサービス経験2年以上
- - コンタクトセンターまたはコールセンターでの経験1年以上
- - Microsoft Officeの熟練
- - CRMシステムの経験（Exigoが望ましい）
- - Five9または同様の電話プラットフォームに精通
- - 優れた口頭および書面でのコミュニケーション能力
- - 卓越したカスタマーサービスおよび電話対応スキル

Company Description