

【英語を活かす】カスタマーサポート担当者/ Customer Support Representative

スポーツ用品会社にて、カスタマーサポート担当者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
スポーツ用品会社

Job ID
1609038

Industry
Daily Necessities, Cosmetics

Job Type
Permanent Full-time

Location
Tokyo - 23 Wards

Salary
5 million yen ~ 6 million yen

Holidays
完全週休2日制, 土日祝日休み, 有給休暇

Refreshed
October 31st, 2026 00:00

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 renowned sporting goods company is looking for a Customer Support Representative. The selected candidate will manage order processing, customer support, returns handling, and issue resolution across both wholesale and direct-to-consumer channels. This is a hybrid role.

A sporting goods company focused on creating high-performance equipment designed to improve consistency, control, and overall performance. It combines precision engineering, thoughtful design, and continuous product innovation to meet the needs of players at different skill levels.

Keywords:

カスタマーサービス, サポート, コミュニケーション, 接客, 求人, 外資系

Job Ref: KDMPAD

Responsibilities:

- Process and manage B2B and DTC orders through internal systems
- Coordinate inventory availability and delivery schedules with supply chain teams
- Issue invoices and ensure compliance with applicable tax requirements
- Respond to retailer and consumer inquiries regarding products, orders, and deliveries
- Manage returns, exchanges, warranty claims, and satisfaction guarantee requests
- Resolve customer complaints and support data accuracy within business systems

Requirements:

- More than 3 years of experience in B2B/B2C Customer Service or Sales Support
- Native level written and verbal Japanese; professional level English

Preferred requirements:

- Experience in the premium golf or luxury consumer goods industry
- Prior NetSuite (ERP) experience
- Knowledge of eCommerce platforms (Shopify)

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 20 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.