



## PR/094413 | Senior Customer Success Specialist

### 募集職種

#### 人材紹介会社

JAC Recruitment Vietnam Co., Ltd

#### 求人ID

1549264

#### 業種

土木

#### 雇用形態

正社員

#### 勤務地

ベトナム

#### 給与

経験考慮の上、応相談

#### 更新日

2025年07月22日 11:01

### 応募必要条件

#### 職務経験

3年以上

#### キャリアレベル

中途経験者レベル

#### 英語レベル

ビジネス会話レベル

#### 日本語レベル

ビジネス会話レベル

#### 最終学歴

短大卒：準学士号

#### 現在のビザ

日本での就労許可は必要ありません

### 募集要項

#### Company and Job Overview

We are seeking a dedicated and proactive Senior Customer Success Specialist to join our team. This role will primarily focus on managing customer inquiries, issues, and requests related to shipped-out and online orders for our US and UK markets. The ideal candidate will have strong communication skills, attention to detail, and a customer-centric attitude to ensure a seamless experience for our clients from order placement to delivery.

#### Job Responsibilities

##### Order Management:

- Handle customer inquiries related to online and shipped-out orders, including checking address, shipping payment, tracking, order status, shipping status, shipping delays, and returns.
- Process order adjustments or cancellations, when applicable, and ensure timely communication with customers regarding changes.

- Assist customers in the US and UK markets by providing clear and accurate information regarding product availability, order status, and shipping policies.

#### Issue Resolution:

- Address customer concerns or complaints related to damaged, missing, or delayed shipments.
- Work closely with the warehouse and logistics teams to resolve shipping issues quickly and efficiently.
- Provide solutions to customer inquiries, ensuring that all interactions are positive and aligned with company policies.

#### Customer Communication:

- Respond to customer inquiries in a professional and friendly manner.
- Maintain a high level of customer satisfaction by ensuring timely responses and proactive updates on order status and issues.

#### System Management:

- Update and maintain accurate customer information, order details, and issue logs in the order management systems.
- Ensure the information is up-to-date with the most recent order status and customer communications.

#### Collaboration:

- Collaborate with the sales and warehouses to ensure a smooth order process and identify areas for improvement.
- Provide feedback to the team on common customer concerns or challenges to help improve product offerings and processes.

#### Returns & Exchanges:

- Coordinate with sales team to manage return and exchange requests, ensuring customers are guided through the process and that all necessary information is provided.
- Work with the warehouses to ensure the timely processing of returned products.

### Job Requirements

- 5 years or more experience in customer service
- Have experience working with US, UK or Europe based companies.
- Proven experience in customer service, preferably in an e-commerce or retail environment
- Familiarity with order management systems, CRM tools, and customer service software is a plus
- Excellent English language – verbal and written
- Excellent written and verbal communication skills, with a strong focus on customer empathy
- Ability to handle multiple customer inquiries simultaneously while maintaining attention to detail.
- Strong problem-solving abilities and ability to manage difficult situations with professionalism.
- Strong time management and organizational skills, with the ability to prioritize tasks effectively.
- Positive, team-oriented attitude and a willingness to collaborate across departments.

#LI-JACVN

**Notice:** By submitting an application for this position, you acknowledge and consent to the disclosure of your personal information to the Privacy Policy and Terms and Conditions, for the purpose of recruitment and candidate evaluation.

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Terms and Conditions Link: <https://www.jac-recruitment.vn/terms-of-use>

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会社説明