

「プロだからわかる、あなたのスキルが活きる場所」
60以上の業界・職種に特化した専門チームがサポート

Robert—
Walters

【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。

募集職種

人材紹介会社

ロバート・ウォルターズ (Robert Walters)

採用企業名

スポーツ用品会社

求人ID

1609038

業種

日用品・化粧品

雇用形態

正社員

勤務地

東京都 23区

給与

500万円 ~ 600万円

休日・休暇

完全週休2日制, 土日祝日休み, 有給休暇

更新日

2026年09月03日 07:00

応募必要条件

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

大学卒 : 学士号

現在のビザ

日本での就労許可が必要です

募集要項

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)

会社説明

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.