



# 台灣路威股份有限公司

## 職缺表



職缺	說明
<p><b>E-Retail Client Advisor 客服顧問/客服人員</b></p>	<p><b>工作內容：</b></p> <p>As a Client Advisor, you will be an ambassador of the Brand, ensuring that every Client is treated according to the Louis Vuitton promise. You will strive to discover your Clients and their every need, and to guide them across the Brand. You will support your E- Retail Team Manager in operational duties. You will proactively reach out to your Clients in order to achieve individual and team goals.</p> <p><b>DUTIES &amp; RESPONSIBILITIES</b></p> <p>Be an Exceptional Client Advisor</p> <ul style="list-style-type: none"><li>• Achieve individual and team objectives, be accountable for sales results and team sales target</li><li>• Welcome every Client and enhance their experience, advise Clients across the Brand and all product categories</li><li>• Demonstrate sales leadership and advanced clienteling skills, leveraging the different tools available to develop existing and recruit new Clients and build long term Client relationships</li><li>• Develop the highest standards of Brand and product knowledge</li><li>• Perform as a team-player, participate in all activities contributing to the overall objectives of the store</li></ul>

## Operations Excellence

- Be responsible for E- Retail store operations, after-sales repair service
- Work in shifts
- Ensure the e-commerce operation is smooth and manage ad-hoc tech glitch and/or service incident

## Profile

- Passion for the Brand and to achieve sales target
- Empathy
- Commercial mindset
- Responsibility & Ownership
- Interpersonal Skills
- Professional Attitude
- Ideally with 2-year of experience in an e-commerce contact center environment or call center
- Familiar with IVR system

**需求人數：**2

**工作地點：**臺北市信義區

**工作時間/上班時段：**

需輪班、( 09:45 – 2100)

**學歷需求：**不限

**科系需求：**不限

**工作經驗需求：**3 年以上服務業或客服經驗

**工作待遇：**面議

**休假制度：**輪休

**出差外派：**無

**語文條件：**中文精通

英文精通(尤佳)

**技能證照：**無特殊要求

**電腦能力：**window , Microsoft office

**其他：**

工作技能：

電話接聽與人員接待事項

文件或資料輸入建檔處理

文件檔案資料處理、轉換及整合工作

客戶資料更新維護

業績目標分配與績效達成

客訴案件處理

產品介紹及解說銷售

## 公司福利



### ◆ 補助類

- 1.結婚禮金
- 2.生育津貼
- 3.旅遊補助

### ◆ 獎金/禮品類

- 1.年終獎金
- 2.四節獎金

### ◆ 保險類

- 1.勞保
- 2.健保
- 3.員工與家屬團保
- 4.意外險
- 5.職災保險

### ◆ 制度類

- 1.員工制服
- 2.完整的教育訓練
- 3.順暢的升遷管道

### ◆ 其他

- 1.健康檢查
- 2.配發公務機
- 3.員工紓壓按摩
- 4.生活工作諮詢
- 5.EAP 員工協助方案

### ◆ 休假制度

- 1.優於勞基法特休
- 2.疫苗假

## 公司介紹



路易威登：源起 1854 年，驚喜不斷!

1854 年，路易威登品牌於巴黎誕生，一個半世紀以來穩佔現代旅遊文化先驅地位，旗下的經典行李用品，一直是旅程上的最佳良伴。路易威登以原創新意為尊，不斷在藝術、建築、時裝及設計領域推陳出新。自 1997 年起，路易威登的產品拓展至成衣、鞋履、配飾、腕錶及珠寶領域，旗下產品於遍佈 60 多個國家的品牌專門店內獨家發售。路易威登代表著傳統工藝、創新及優質的結晶，造就令人驚喜的法式生活藝術時尚。