



## (FAST GROWING STARTUP) Customer Support Agent - Japan

**Young and energetic team**

### Job Information

#### Hiring Company

EBC Tech Limited

#### Subsidiary

EBC Tech

#### Job ID

1478135

#### Industry

Other (Banking and Financial Services)

#### Company Type

International Company

#### Job Type

Permanent Full-time

#### Location

Japan

#### Salary

3.5 million yen ~ Negotiable, based on experience

#### Refreshed

July 26th, 2024 10:00

### General Requirements

#### Career Level

Entry Level

#### Minimum English Level

Daily Conversation (Amount Used: English usage about 50%)

#### Minimum Japanese Level

Native

Good command of Chinese: advantage but not required.

#### Minimum Education Level

Bachelor's Degree

#### Visa Status

Permission to work in Japan required

### Job Description

#### About the company

EBC Financial Group, headquartered in London, UK, offers global financial investment, asset management and financial consulting. Upholding trust, respect, and integrity as our core values, we currently operate in major financial hubs worldwide, including Cyprus, Sydney, Singapore, Kuala Lumpur, Hong Kong, Bangkok, and others.

Since our establishment in 2020, we have seen rapid growth and we are looking for Marketing Executive based in Japan. The right candidate will have the opportunity to work with experienced professionals and be part of a dynamic and innovative team. Join us on our mission to create value for our clients and become a trusted partner in the global financial market.

## Responsibilities

A successful candidate will be responsible, but not limited to:

- Provide front-line support, with paying attention to detail, to our customers via live chats, email, and other channels.
- Answer queries and resolving client issues regarding our products, platforms, and promotion.
- Address customer feedback as well as complaints professionally and, if necessary, escalate them to appropriate departments.
- Record and update customer data and other relevant information when necessary.
- Check uploaded KYC documents a client submits.
- Supporting documentation/administrative needs within the department and supporting translation for customer announcement notices.
- Achieve KPI or complete tasks the line manager may set.
- Work on other tasks that are not listed above.

## Requirements

- Native Japanese is preferred. Business level Japanese is also considered.
- Conversational English or above for internal communication with colleagues.
- Hold an undergraduate or postgraduate degree from a university either in Japan or a foreign country. Current students who will complete their studies by the start date can also apply.
- Preferably, 1-2 years working experience in customer support roles (experience in Financial / Forex industry would be advantage). Those with less experience or fresh graduates will be also considered.
- Proficient in Microsoft Office.
- Excellent communication and interpersonal skills
- A logical and analytical approach to problem-solving.
- Ability to work under minimum supervision.

## About the role

- You will be expected to work on weekdays, either 09.00 hrs to 18.00 hrs or 10.00 hrs to 19.00 hrs (JST), excluding weekends and Japanese bank holidays.

Please attach a most recent CV in English with the application.

## Notes for candidates:

- If you are successful, you will sign the service agreement with our Hong Kong office. You are required to file relevant income and residential taxes, as well as social securities, and settle them by yourself.
- For non-Japanese nationals, we do not offer visa sponsorship in Japan.
- If you live outside Japan, you are required to have the unrestricted rights to live and work in a residing country without visa sponsor from us.

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## Company Description