

## Customer Support Specialist at Fintech!

### Customer Support - International Fintech

#### Job Information

**Recruiter**

Michael Page

**Job ID**

1485034

**Industry**

Other (Banking and Financial Services)

**Job Type**

Permanent Full-time

**Location**

Tokyo - 23 Wards

**Salary**

3.5 million yen ~ 4 million yen

**Refreshed**

July 2nd, 2024 14:44

#### General Requirements

**Career Level**

Mid Career

**Minimum English Level**

Daily Conversation

**Minimum Japanese Level**

Native

**Minimum Education Level**

High-School or Below

**Visa Status**

Permission to work in Japan required

#### Job Description

The Customer Support Specialist will be involved in handling escalated cases from BPO center. The position may also be required to perform clerical work such as inputting information, reviewing responses made by the customer support center, and providing feedback reports essential for work flow improvement.

**Client Details**

Our client is a very fast-growing Fintech organization in the buy-now-pay-later business.

**Description**

The Customer Support Specialist will be involved in handling escalated cases from BPO center. The position may also be required to perform clerical work such as inputting information, reviewing responses made by the customer support center, and providing feedback reports essential for work flow improvement.

Among the main responsibilities, you will engage in:

- Handling support center escalations (B2C Customer Support) by phone or email

- Entering information in Excel and other necessary formats
- Providing feedback on the content obtained from customer support for improvements
- General customer support related tasks other than the above: e.g. inputting information, reviewing responses made by the customer support center

#### **Job Offer**

- Very flexible Work From Home system (almost full remote)
- Very diverse company and international company
- Performance-based promotional system (not based on Seniority)

To apply online please click the 'Apply' button below. For a confidential discussion about this role please contact Davide Capretta at +81 3 6832 8675.

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#### **Required Skills**

The successful candidate is interested in developing a career in this industry and has a strong Customer Service background. To be able to succeed in this position, the following credentials will be important:

- Customer Support experience in the Japanese market (handling inquiries, issues, problem-solving)
  - Great communication skills used to professionally respond to customers' inquiries
  - Basic PC skills (typing, Excel, Word)
  - Fluent / Native level of Japanese with great Keigo ability
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#### **Company Description**

The company is a very fast-growing Fintech organization in the buy-now-pay-later business.