



Michael Page

www.michaelpage.co.jp

Customer Support Representative at Fintech Company

CS Representative for Global Fintech!

Job Information

Recruiter

[Michael Page](#)

Job ID

1485035

Industry

Other (Banking and Financial Services)

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

4.5 million yen ~ 7 million yen

Refreshed

July 2nd, 2024 14:46

General Requirements

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

Native

Minimum Education Level

High-School or Below

Visa Status

Permission to work in Japan required

Job Description

As the Customer Support Representative you will be reporting directly to the Chief Operating Officer and be responsible for all interactions between the company and their customers in Japan. The focus will be on establishing the customer support service for the market, creating local protocols and templates to support the launch of the new platform.

Client Details

Our client is a global software/Fintech company which develops and successfully operates a leading online trading platform with users all over the world. The company is listed in the London stock exchange.

Description

As the Customer Support Representative you will be reporting directly to the Chief Operating Officer and be responsible for all interactions between the company and their customers in Japan. The focus will be on establishing the customer support service for the market, creating local protocols and templates to support the launch of the new platform.

Among the main responsibilities:

- Hands on day to day interaction with customers to solve issues and answer inquiries
- Communication with the support team agents overseas and other internal departments in order to resolve and investigate escalated issues
- Provide information about financial instruments and services of the company
- Respond to customer requests for installation, registration, and regular operations with the platform

Job Offer

- Chance to explore other departments within the company, expanding career changing skills
- Extensive career progression prospects
- Dynamic job scope with exposure to international environment working with Teams overseas
- Remote work system after probation period

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.

Required Skills

The ideal candidate is interested in being a foundational part of the CS department building process. The person hired will have the change to take the process from start to end, therefore the successful candidate also has spirite of initiative to work with minimal supervision, is curious to learn and develop new skills, and is eager to make a big career jump in a very dynamic and exciting global startup organization!

In order to succeed, the candidate presents the following characteristics:

- Customer Support experience in the Japan market
- Strong interest in the industry and the company's business
- Needs to take the 金融先物取引業務資格試験 examination upon joining (paid for by the company)
- Ability to adapt to changes and sometimes work under pressure
- Great communication abilities - ability to explain technology processes to a non-expert audience
- Fluent / Native level of Japanese (both verbal and written)
- Good level of English language to communicate with Teams abroad (mainly email correspondence)

With some degree of flexibility about the above, if you think you have the right set of skills for the job, the company would love to hear from you.

Company Description

The company is a global software/Fintech company which develops and successfully operates a leading online trading platform with users all over the world. The company is listed in the London stock exchange.