

**MichaelPage**

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Remote Customer Support Specialist at Fintech!

Customer Support - International Fintech

Job Information

Recruiter

Michael Page

Job ID

1485190

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 4th, 2024 09:48

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.

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.