

# Customer Support Supervisor at Fintech Company

Customer Support Fintech - Leadership

## Job Information

Recruiter

[Michael Page](#)

Job ID

1486871

Industry

Other (Banking and Financial Services)

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

7 million yen ~ 12 million yen

Refreshed

August 2nd, 2024 00:00

## 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 Supervisor, you will be supervising the existing Customer Support Team as well as, respond to customer inquiries on online securities, creating manuals and reports on inquiries trends, checking on the Team's schedule

### Client Details

Financial services company offering a trading platform for a range of investment tools and resources for traders and investors.

### Description

As the Supervisor, you will perform individual contributor duties as well as supervise the existing Customer Support Team. You will engage in the following main responsibilities:

- Respond to customer inquiries on the platform services and tools
- Creating manuals and reports on inquiries trends
- Checking on the Team's schedule and performance

### Job Offer

- The company's services and platforms are created by a very technically advanced team that translates into a state-of-the-art platform
- Company provided benefits, leaves, paid holidays
- Exciting moment to join the organization who is really invested in growth

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 Team in Tokyo is looking for candidates with a strong interest for the industry and with the following qualifications:

- Customer support experience in the FS industry
- Team Leader/Supervisor experience
- Native level of Japanese language
- Needs to take the JSDA license upon joining (unless already in possession)
- (Welcome) Experience working at an online securities company
- (Welcome) English or Chinese business level

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

Financial services company offering a trading platform for a range of investment tools and resources for traders and investors.