

Customer Support Position at Global Fintech

Customer Support at Global Fintech

Job Information

Recruiter

Michael Page

Job ID

1486971

Industry

Other (Banking and Financial Services)

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

5 million yen ~ 7 million yen

Refreshed

July 22nd, 2024 17:49

General Requirements

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

Fluent

Minimum Education Level

Associate Degree/Diploma

Visa Status

Permission to work in Japan required

Job Description

The company aims to create a platform where users are well-supported through a ticketing system, live chat, and phone calls. Handle back-office tickets and address customer enquiries, advice, and suggestions via email or online tools.

Client Details

Our client is a startup trading fintech company.

Description

The company aims to create a platform where users are well-supported through a ticketing system, live chat, and phone calls. Among the main responsibilities:

- Handle back-office tickets and address customer enquiries, advice, and suggestions via email or online tools
- Support other business units with customer liaison, accurately documenting customer requests and advice, and providing feedback in the form of documentation
- Collaborate with internal teams to improve support processes and contribute to product improvements
- Maintain a high level of knowledge about the company's products, services, and industry developments

- Translate and localize support content and documentation to cater to the Japanese market
- Participate in training sessions and stay updated with the latest industry trends and company policies

Job Offer

- Flexible working hours and casual work attire
- Generous work from home policy
- Opportunities for professional growth and development
- Very dynamic and innovative work culture

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 financial services industry
- Strong problem-solving skills and ability to handle complex issues with professionalism
- Native level of Japanese language
- Business level of English

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

Our client is a startup trading fintech company.