



Michael Page

www.michaelpage.co.jp

## Customer Support Team Lead - Fintech Company!

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#### Job Information

**Recruiter**

Michael Page

**Job ID**

1487004

**Industry**

Other (Banking and Financial Services)

**Job Type**

Permanent Full-time

**Location**

Tokyo - 23 Wards

**Salary**

7 million yen ~ 11 million yen

**Refreshed**

July 23rd, 2024 12:00

#### General Requirements

**Career Level**

Mid Career

**Minimum English Level**

Business Level

**Minimum Japanese Level**

Native

**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:

- Lead the CS Team in terms of performance supervision and schedule
- 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

#### **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.

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#### **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
- Team Leadership experience in the Japan market
- Strong problem-solving skills and ability to handle complex issues with professionalism
- Familiarity or strong interest in cryptocurrency trading and blockchain technology
- 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.

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#### **Company Description**

A startup trading fintech company.