



MichaelPage

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Customer Support for Global Fintech Company

Customer Support Role for Global Fintech

Job Information

Recruiter
[Michael Page](#)
Job ID

1495949

Industry

Other (Banking and Financial Services)

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

4.5 million yen ~ 7 million yen

Refreshed

September 27th, 2024 08:00

General Requirements

Career Level

Entry Level

Minimum English Level

Business Level

Minimum Japanese Level

Fluent

Minimum Education Level

Bachelor's Degree

Visa Status

Permission to work in Japan required

Job Description

As a member of the CS Japan Retail Team you will be handling trading inquiries from via phone, email, live interactive chat, as well as face-to-face chats.

Client Details

Our client is an international Fintech company specializing in global payments, foreign exchange (FX), trading, and other financial services.

Description

As a member of the CS Japan Retail Team you will be handling trading inquiries from via phone, email, live interactive chat, as well as face-to-face chats. Among the main responsibilities:

- Provide client support by answering inbound phone calls and/or emails regarding accounts, policies, services and available products
- Handle trading inquiries and client issues via phone, email and live, interactive chat, as well as face-to-face chats
- Facilitate inbound/outbound opening of new accounts for potential clients who already indicated interest in the platform and provide support for existing customers

Job Offer

- International environment at a solid foreign fintech firm
- Structured career path and possibility of internal transfer into different role

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 keen interest for the industry and with the following qualifications:

- Customer Service background with great communications skills
 - Native level of Japanese & Business level of English
 - Strong command of computer and typing skills
 - Previous experience working in an international company is a strong plus
 - Acquiring JSDA and FFAJ license upon joining
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Company Description

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