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Team Lead Customer Support - Global Investment Company

CS Team Lead - Global Investment Company

Job Information

Recruiter
[Michael Page](#)
Job ID

1514111

Industry

Investment Banking

Job Type

Contract

Location

Tokyo - 23 Wards

Salary

7.5 million yen ~ 9 million yen

Refreshed

December 26th, 2024 16:40

General Requirements

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

Native

Minimum Education Level

Bachelor's Degree

Visa Status

Permission to work in Japan required

Job Description

You will be part of the customer support team, preparing reports and handling the Team's schedules and checking performance, occasionally assisting clients on account related inquiries.

Client Details

Our client is a global investment firm.

Description

You will be part of the customer support team, preparing reports and handling the Team's schedules and checking performance, occasionally assisting clients on account related inquiries.

Among the Main Responsibilities:

- Supervision and control of Team's performance, providing feedback and improvement plans
- Team scheduling
- Providing customer service to all clients through calls and chats

- Communicate and coordinate with Teams abroad for reports

Job Offer

- Very good work-life-balance
- Flat working culture
- International job scope working with Teams abroad

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 ideal candidate comes from the financial services industry and has management experience. Among the main qualifications:

- Customer service experience in the Financial Services industry
 - JSDA license holders
 - Experience with Team supervision, including arranging schedules, checking and improving staff performance
 - Resilient attitude to cope with objections/pushback and provide solutions
 - Fluent / Native level of Japanese (both verbal and written)
 - Good English language skills to communicate with Teams abroad
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Company Description

A global investment firm.