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Customer Support Specialist at Fintech Company

Senior CustomerSupport - Fintech Company

Job Information

Recruiter
[Michael Page](#)
Job ID

1515902

Industry

Other (Banking and Financial Services)

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

7 million yen ~ 12 million yen

Refreshed

January 17th, 2025 17:25

General Requirements

Career Level

Mid Career

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

A Senior Client Support Specialist is sought to provide top-level customer service and technical support in the Technology & Telecoms industry. The role involves dealing with complex client queries and ensuring the highest level of customer satisfaction.

Client Details

Our client is a financial services company that operates global financial exchanges and provides market data, analytics, and connectivity solutions for various asset classes to facilitate information flow and support financial market participants in making informed decisions.

Description

As a member of the client support team, you will respond to clients inquiries to inform trading decisions and gain insights into various financial markets. You will be an integral part of the company's front-line support team. Among the main responsibilities:

- Customer Support: analyze issues and respond to customers inquiries both reactively and proactively

- Keep the customer informed on the status of all open inquiries
- Gain a deep understanding of the market data products, architecture, and customer base
- Work closely with product, development, and QA to serve as the voice of the customer internally and drive resolution of issues
- Identify trends to address with the client or internally to improve client experience and workflow

Job Offer

- A clear promotion path and internal transfers opportunities
- International transfer options to move to a different office located abroad
- A supportive company culture focused on employee development and satisfaction.
- The opportunity to work in a leading organization in the industry.

If you are a motivated professional seeking a challenging role in a client-focused environment, apply today to become a Senior Client Support Specialist.

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

A successful Senior Client Support Specialist should have:

- A thorough understanding of customer service principles and practices.
- Experience in the fintech industry. An understanding of the company products would be ideal.
- A proactive approach to things, asking questions to clients if needed and being on top of things
- Great communication skills, with the ability to interact effectively with clients and colleagues.
- Business level of English that will be used to communicate with colleagues and Teams overseas and with occasional non-Japanese clients
- Fluent level of Japanese both spoken and written, for client communication

Company Description

A financial services company that provides market data and analytics for various asset classes to support financial market participants in making informed decisions.