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Customer Service Associate at Global Fintech!

Customer Service at Global Fintech!

Job Information

Recruiter
[Michael Page](#)
Job ID

1517199

Industry

Other (Banking and Financial Services)

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

3 million yen ~ 4.5 million yen

Refreshed

January 24th, 2025 17:00

General Requirements

Career Level

Entry Level

Minimum English Level

Fluent

Minimum Japanese Level

Fluent

Minimum Education Level

Associate Degree/Diploma

Visa Status

Permission to work in Japan required

Job Description

You will be the first person customers connect with and the one to guide them through their payment process. You will liaise closely with all departments, work on uncovering customers' needs and providing tailored solutions.

Client Details

The company is a global fintech company that provides payment solutions - cross-border payments.

Description

As part of the customer service Team, you will be handling the following main responsibilities:

- Develop a thorough understanding of the company's products, services, and policies to provide accurate, efficient and personalized solutions
- Handle customers' questions and concerns by phone, chat, email

*The majority of the customers are from other APAC countries, therefore communication is mostly handled in English.

- Solve complex payment problems utilizing different software tools and collaborating closely with team members and

other departments.

- Conduct daily follow-up with previously unresolved requests.
- Collect feedback to better understand payment issues and payer trends

Job Offer

- Generous wfh system, potentially full remote with occasional office visits
- An excellent and well-structured training system
- A supportive work environment where growth and development are encouraged
- Opportunities for professional growth and development and internal transfers

We encourage all qualified candidates who can contribute to the company's success and growth to apply for this exciting role in financial services!

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

- Good communication skills, customer service oriented
- Customer service experience is preferred but not mandatory
- Fluent level of English to be able to communicate with both clients and with management abroad
- High business level of Japanese is mandatory

Company Description

The company is a global fintech company that provides payment solutions - cross-border payments.