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Senior Customer Support for Fintech Company

Customer Support for Fintech Company!

Job Information

Recruiter
[Michael Page](#)
Job ID

1519074

Industry

Other (Banking and Financial Services)

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

7 million yen ~ 14 million yen

Refreshed

February 3rd, 2025 19:00

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

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

Client Details

Our client is a financial services company that provides market data and analytics for various asset classes to 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 constant opportunity to learn even at Senior levels
- A clear promotion path and internal transfers opportunities
- International transfer options to move to a different office located abroad
- A very tight Team focused on personal development
- The company is very much about evolution and progress

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 Tokyo Team is looking for candidates with customer support experience. Among the main requirements:

- Client support experience, ideal but not mandatory in the financial services industry
- A proactive approach to things, asking questions to clients if needed and being on top of things
- Strong aptitude to troubleshooting and finding solutions to clients issues
- Bachelor's degree
- Business level of English that will be used to communicate with colleagues, management and Teams overseas
- 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.