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Client Support NEW - Financial Services Company

Client Support - Financial Services Firm

Job Information

Recruiter
[Michael Page](#)
Job ID

1521799

Industry

Other (Banking and Financial Services)

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

4.5 million yen ~ 7 million yen

Refreshed

February 12th, 2025 16:00

General Requirements

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

Fluent

Minimum Education Level

Associate Degree/Diploma

Visa Status

Permission to work in Japan required

Job Description

The Client Support role focuses on handling incoming client queries via phone, email, and web portal, providing expertise and advice.

Client Details

A major player in the financial services industry, providing clearing, settlement, and information services for a wide range of financial products.

Description

The Client Support role focuses on handling incoming client queries via phone, email, and web portal, providing expertise and advice. Among the main tasks:

- Handling incoming client inquiries via calls, portal and emails, and setting client expectations for follow-up timing about resolutions
- Coordinate when necessary with other teams such as Product, Technology, Legal and Compliance, Onboarding
- Analyzing, identifying, and communicating updates about resolutions to clients

- Participate in team meetings and suggest process improvements to increase efficiency and client experience

Job Offer

- Comprehensive health and well-being benefits
- Internal career path opportunities up to Leadership
- Flexible work environment with hybrid policy

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

- Customer service experience in Japan, ideal but not mandatory from the FS industry
 - Great business proficiency (verbal and written) in Japanese and business level of English (in order to communicate with Teams abroad)
 - Troubleshooting skills welcome
 - Ability to create accurate documentation with an attention to detail
 - Good decision-making skills in a high-volume environment requiring quick resolution
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Company Description

A major player in the financial services industry, providing clearing, settlement, and information services for a wide range of financial products.