

MichaelPage

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OPEN: Customer Support Merchant Onboarding- FINTECH**NEW Customer Support - FINTECH COMPANY****Job Information****Recruiter**

Michael Page

Job ID

1531930

Industry

Other (Banking and Financial Services)

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

4.5 million yen ~ 7.5 million yen

Refreshed

April 8th, 2025 17:55

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

The role of a Customer Support entails providing exceptional customer service, handling customer inquiries, and ensuring customer satisfaction. This individual will be the first point of contact for customers and is expected to maintain professionalism and courtesy at all times. The company welcomes individuals who are interested in long-term growth and taking on more strategic roles.

Client Details

Our client is a large organization in the Fintech industry. They have a widespread presence across Japan and are well-known for their commitment to innovation and customer service. Although the company has a large workforce, it prides itself on maintaining a collegial and collaborative environment where every employee's contribution is valued.

Description

- Handle customer inquiries from both vendors and end-users, providing accurate and timely responses
- Maintain high customer satisfaction levels
- Document customer interactions for future reference
- Participate in training programs to stay updated on product or company policy changes
- Collaborate in a multilingual environment with team members from various countries.

- Identify and suggest possible improvements to existing procedures

Job Offer

- Base salary + bonus system
- Flex working time with core hours from 10am to 3pm
- Hybrid work system: around 90% WFH allowed
- Employees personal development financial support
- A dynamic and respectful company culture
- Opportunities for professional development and growth

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

In order to succeed in this position, a candidate should have:

- Experience in customer support (handling phone or email inquiries).
- Excellent communication skills
- A customer-oriented mindset
- A proactive approach to problem-solving
- Basic PC skills (Word/Excel/PowerPoint).
- English language skills to communicate with Team members abroad
- High business level of Japanese

Company Description

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