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## Head of Client Facing for Global Fintech!

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#### Job Information

**Recruiter**
[Michael Page](#)
**Job ID**

1533656

**Industry**

Other (Banking and Financial Services)

**Job Type**

Permanent Full-time

**Location**

Tokyo - 23 Wards

**Salary**

9 million yen ~ 14 million yen

**Refreshed**

April 17th, 2025 17:25

#### 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 Team in Tokyo is looking for candidates experienced in client facing roles, management, and knowledgeable about the responsibilities of sales teams. Aside from managing the client facing team, the candidate will work closely with the Relationship Manager from sales to address client needs and set up incentive plans.

**Client Details**

Our client is an international Fintech company specializing in global payments, foreign exchange (FX), trading, and other financial services.

**Description**

The Team in Tokyo is looking for candidates experienced in client facing roles, management, and knowledgeable about the responsibilities of sales teams. Aside from managing the client facing team, the candidate will work closely with the Relationship Manager from sales to address client needs and set up incentive plans.

+Work together with VP, Senior Manager Retail - China & Japan to provide strategic insight and collaborate with stakeholders to drive meaningful changes in relation to productivity and efficiency from client facing team.

+Set and assess team members' target, track team performance on daily, weekly and monthly basis, including but not limited to daily operations, leads assignments, call monitoring/reviews, performance tracking while providing suggestions to stakeholders to maximize commercial performance

+Hands-on: Handle sophisticated client inquiries and provide backup to our Tier2 support

+Work alongside the RM for the achievement of firm's retail sales objectives - new accounts, trading revenue

#### **Job Offer**

- A good base salary and target-based bonus system
- The chance to lead a dedicated team in a large organization.
- A professional and dynamic work culture.
- An international job scope.

This is a fantastic opportunity for the right candidate to make their mark within a large organization in the Financial Services industry. We encourage all interested and qualified individuals to apply.

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.

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#### **Required Skills**

- Good client facing experience in the financial service industry
- Knowledge or strong interest of sales in the FS industry is required
- Team management experience
- Familiar with banking/payment industry
- Fluent level of Japanese to be able to effortlessly communicate with clients
- Business level of English to communicate with management
- Acquiring the JSDA and FFAJ license upon joining (unless already in possession)

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#### **Company Description**

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