

Customer Support Specialist at Fintech!

Customer Support - International Fintech

募集職種

人材紹介会社

マイケル・ページ・インターナショナル・ジャパン株式会社

求人ID

1485034

業種

その他（金融）

雇用形態

正社員

勤務地

東京都 23区

給与

350万円 ~ 400万円

更新日

2024年07月02日 14:44

応募必要条件

キャリアレベル

中途経験者レベル

英語レベル

日常会話レベル

日本語レベル

ネイティブ

最終学歴

高等学校卒

現在のビザ

日本での就労許可が必要です

募集要項

The Customer Support Specialist will be involved in handling escalated cases from BPO center. The position may also be required to perform clerical work such as inputting information, reviewing responses made by the customer support center, and providing feedback reports essential for work flow improvement.

Client Details

Our client is a very fast-growing Fintech organization in the buy-now-pay-later business.

Description

The Customer Support Specialist will be involved in handling escalated cases from BPO center. The position may also be required to perform clerical work such as inputting information, reviewing responses made by the customer support center, and providing feedback reports essential for work flow improvement.

Among the main responsibilities, you will engage in:

- Handling support center escalations (B2C Customer Support) by phone or email

- Entering information in Excel and other necessary formats
- Providing feedback on the content obtained from customer support for improvements
- General customer support related tasks other than the above: e.g. inputting information, reviewing responses made by the customer support center

Job Offer

- Very flexible Work From Home system (almost full remote)
- Very diverse company and international company
- Performance-based promotional system (not based on Seniority)

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.

スキル・資格

The successful candidate is interested in developing a career in this industry and has a strong Customer Service background. To be able to succeed in this position, the following credentials will be important:

- Customer Support experience in the Japanese market (handling inquiries, issues, problem-solving)
 - Great communication skills used to professionally respond to customers' inquiries
 - Basic PC skills (typing, Excel, Word)
 - Fluent / Native level of Japanese with great Keigo ability
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会社説明

The company is a very fast-growing Fintech organization in the buy-now-pay-later business.