

Customer Support Representative at Fintech Company

CS Representative for Global 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

1485035

業種

その他（金融）

雇用形態

正社員

勤務地

東京都 23区

給与

450万円 ~ 700万円

更新日

2024年07月02日 14:46

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

ビジネス会話レベル

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

As the Customer Support Representative you will be reporting directly to the Chief Operating Officer and be responsible for all interactions between the company and their customers in Japan. The focus will be on establishing the customer support service for the market, creating local protocols and templates to support the launch of the new platform.

Client Details

Our client is a global software/Fintech company which develops and successfully operates a leading online trading platform with users all over the world. The company is listed in the London stock exchange.

Description

As the Customer Support Representative you will be reporting directly to the Chief Operating Officer and be responsible for all interactions between the company and their customers in Japan. The focus will be on establishing the customer support service for the market, creating local protocols and templates to support the launch of the new platform.

Among the main responsibilities:

- Hands on day to day interaction with customers to solve issues and answer inquiries
- Communication with the support team agents overseas and other internal departments in order to resolve and investigate escalated issues
- Provide information about financial instruments and services of the company
- Respond to customer requests for installation, registration, and regular operations with the platform

Job Offer

- Chance to explore other departments within the company, expanding career changing skills
- Extensive career progression prospects
- Dynamic job scope with exposure to international environment working with Teams overseas
- Remote work system after probation period

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 ideal candidate is interested in being a foundational part of the CS department building process. The person hired will have the chance to take the process from start to end, therefore the successful candidate also has spirit of initiative to work with minimal supervision, is curious to learn and develop new skills, and is eager to make a big career jump in a very dynamic and exciting global startup organization!

In order to succeed, the candidate presents the following characteristics:

- Customer Support experience in the Japan market
- Strong interest in the industry and the company's business
- Needs to take the 金融先物取引業務資格試験 examination upon joining (paid for by the company)
- Ability to adapt to changes and sometimes work under pressure
- Great communication abilities - ability to explain technology processes to a non-expert audience
- Fluent / Native level of Japanese (both verbal and written)
- Good level of English language to communicate with Teams abroad (mainly email correspondence)

With some degree of flexibility about the above, if you think you have the right set of skills for the job, the company would love to hear from you.

会社説明

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