

# Customer Support Supervisor at Fintech Company

Customer Support Fintech - Leadership

## 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

1486871

業種

その他（金融）

雇用形態

正社員

勤務地

東京都 23区

給与

700万円 ~ 1200万円

更新日

2024年08月02日 00:00

## 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 Supervisor, you will be supervising the existing Customer Support Team as well as, respond to customer inquiries on online securities, creating manuals and reports on inquiries trends, checking on the Team's schedule

### Client Details

Financial services company offering a trading platform for a range of investment tools and resources for traders and investors.

### Description

As the Supervisor, you will be perform individual contributor duties as well as supervise the existing Customer Support Team. You will engage in the following main responsibilities:

- Respond to customer inquiries on the platform services and tools
- Creating manuals and reports on inquiries trends
- Checking on the Team's schedule and performance

### Job Offer

- The company's services and platforms are created by a very technically advanced team that translates into a state-of-the-art platform
- Company provided benefits, leaves, paid holidays
- Exciting moment to join the organization who is really invested in growth

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 Team in Tokyo is looking for candidates with a strong interest for the industry and with the following qualifications:

- Customer support experience in the FS industry
- Team Leader/Supervisor experience
- Native level of Japanese language
- Needs to take the JSDA license upon joining (unless already in possession)
- (Welcome) Experience working at an online securities company
- (Welcome) English or Chinese business level

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

Financial services company offering a trading platform for a range of investment tools and resources for traders and investors.