

Customer Support Team Lead - Fintech Company!

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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

1487004

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 ~ 1100万円

更新日

2024年07月23日 12:00

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

短大卒：準学士号

現在のビザ

日本での就労許可が必要です

募集要項

The company aims to create a platform where users are well-supported through a ticketing system, live chat, and phone calls. Handle back-office tickets and address customer enquiries, advice, and suggestions via email or online tools.

Client Details

Our client is a startup trading fintech company.

Description

The company aims to create a platform where users are well-supported through a ticketing system, live chat, and phone calls. Among the main responsibilities:

- Lead the CS Team in terms of performance supervision and schedule
- Address customer enquiries, advice, and suggestions via email or online tools
- Support other business units with customer liaison, accurately documenting customer requests and advice, and providing feedback in the form of documentation
- Collaborate with internal teams to improve support processes and contribute to product improvements

- Maintain a high level of knowledge about the company's products, services, and industry developments
- Translate and localize support content and documentation to cater to the Japanese market

Job Offer

- Flexible working hours and casual work attire
- Generous work from home policy
- Opportunities for professional growth and development
- Very dynamic and innovative work culture

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 financial services industry
- Team Leadership experience in the Japan market
- Strong problem-solving skills and ability to handle complex issues with professionalism
- Familiarity or strong interest in cryptocurrency trading and blockchain technology
- Native level of Japanese language
- Business level of English

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

A startup trading fintech company.