

## Client Success Associate at Multinational Fintech

## CS Associate at Multinational 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

1487648

## 業種

その他（金融）

## 雇用形態

正社員

## 勤務地

東京都 23区

## 給与

400万円 ~ 550万円

## 更新日

2024年07月31日 18:00

## 応募必要条件

## キャリアレベル

新卒・未経験者レベル

## 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

大学卒：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

As the Client Success Associate you will provide customer support services to assist users with account-related inquiries, technical issues, and other concerns.

## Client Details

Our client is an online brokerage firm that provides a trading platform and mobile app that allows users to trade stocks and other financial instruments.

## Description

As the Client Success Associate you will provide customer support services to assist users with account-related inquiries, technical issues, and other concerns. Among the main responsibilities:

- Professionally and promptly interact with customers to solve issues and answer inquiries
- Verify and execute client's enquiries and instructions for equity products as per instructions in an accurate and efficient manner
- Drive focus and improvement initiatives on the Client Onboarding Journey

- Make a difference: identify opportunities and improvements in the client success / user experience aspect
- Work within the team and with stakeholders in the investigations and reviews of client complaints

#### Job Offer

- Internal mobility opportunities depending on candidate strengths and preferences
- International transfer opportunities
- International job scope (written communication with Teams abroad)

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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#### スキル・資格

The Team is looking for experienced Customer Service candidates or New Grads who majored in Economics or Finance, and with a strong passion for the industry. The be able to succeed, experienced candidates will present the following qualifications:

- Customer Service experience in the Japan market, with strong communication skills
- Being okay to take the JSDA licence upon joining (paid for by the company)
- Strong planning and execution capability, excellent time management skills, and the ability to manage competing tasks and work under pressure.
- Fluent / Native level of Japanese (both verbal and written)
- Good English language skills to be used to communicate with Teams abroad (mainly written correspondence)

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#### 会社説明

The company is an online brokerage firm that provides a trading platform and mobile app that allows users to trade stocks and other financial instruments.