

## Client Support Analyst - Financial Services Company

## Client Support - Financial Services Firm

## 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

1491443

## 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09月09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

流暢

## 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 Client Support role focuses on handling incoming client queries via phone, email, and web portal, providing expertise and advice.

## Client Details

A major player in the financial services industry, providing clearing, settlement, and information services for a wide range of financial products.

## Description

The Client Support role focuses on handling incoming client queries via phone, email, and web portal, providing expertise and advice. Among the main tasks:

- Handling incoming client inquiries via calls, portal and emails, and setting client expectations for follow-up timing about resolutions
- Coordinate when necessary with other teams such as Product, Technology, Legal and Compliance, Onboarding
- Analyzing, identifying, and communicating updates about resolutions to clients

- Participate in team meetings and suggest process improvements to increase efficiency and client experience

#### Job Offer

- Comprehensive health and well-being benefits
- Internal career path opportunities up to Leadership
- Flexible work environment with hybrid policy

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

- Customer service experience in Japan, ideal but not mandatory from the FS industry
  - Great business proficiency (verbal and written) in Japanese and business level of English (in order to communicate with Teams abroad)
  - Troubleshooting skills welcome
  - Ability to create accurate documentation with an attention to detail
  - Good decision-making skills in a high-volume environment requiring quick resolution
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#### 会社説明

A major player in the financial services industry, providing clearing, settlement, and information services for a wide range of financial products.