

Team Lead Customer Support - Global Investment Company

CS Team Lead - Global Investment Company

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

1506171

業種

投資銀行

雇用形態

契約

勤務地

東京都 23区

給与

750万円 ~ 1000万円

更新日

2024年11月22日 10:08

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

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

You will be part of the customer support team, preparing reports and handling the Team's schedules and checking performance, occasionally assisting clients on account related inquiries.

Client Details

Our client is a global investment firm.

Description

You will be part of the customer support team, preparing reports and handling the Team's schedules and checking performance, occasionally assisting clients on account related inquiries.

Among the Main Responsibilities:

- Supervision and control of Team's performance, providing feedback and improvement plans
- Team scheduling
- Providing customer service to all clients through calls and chats

- Communicate and coordinate with Teams abroad for reports

Job Offer

- Very good work-life-balance
- Flat working culture
- International job scope working 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.

スキル・資格

The ideal candidate comes from the financial services industry and has management experience. Among the main qualifications:

- Customer service experience in the Financial Services industry
 - JSDA license holders
 - Experience with Team supervision, including arranging schedules, checking and improving staff performance
 - Resilient attitude to cope with objections/pushback and provide solutions
 - Fluent / Native level of Japanese (both verbal and written)
 - Good English language skills to communicate with Teams abroad
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会社説明

A global investment firm.