

MichaelPage

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Customer Support Specialist at Fintech Company

Senior CustomerSupport - Fintech 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

1515902

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

2025年01月17日 17:25

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

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

A Senior Client Support Specialist is sought to provide top-level customer service and technical support in the Technology & Telecoms industry. The role involves dealing with complex client queries and ensuring the highest level of customer satisfaction.

Client Details

Our client is a financial services company that operates global financial exchanges and provides market data, analytics, and connectivity solutions for various asset classes to facilitate information flow and support financial market participants in making informed decisions.

Description

As a member of the client support team, you will respond to clients inquiries to inform trading decisions and gain insights into various financial markets. You will be an integral part of the company's front-line support team. Among the main responsibilities:

- Customer Support: analyze issues and respond to customers inquiries both reactively and proactively

- Keep the customer informed on the status of all open inquiries
- Gain a deep understanding of the market data products, architecture, and customer base
- Work closely with product, development, and QA to serve as the voice of the customer internally and drive resolution of issues
- Identify trends to address with the client or internally to improve client experience and workflow

Job Offer

- A clear promotion path and internal transfers opportunities
- International transfer options to move to a different office located abroad
- A supportive company culture focused on employee development and satisfaction.
- The opportunity to work in a leading organization in the industry.

If you are a motivated professional seeking a challenging role in a client-focused environment, apply today to become a Senior Client Support Specialist.

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

A successful Senior Client Support Specialist should have:

- A thorough understanding of customer service principles and practices.
- Experience in the fintech industry. An understanding of the company products would be ideal.
- A proactive approach to things, asking questions to clients if needed and being on top of things
- Great communication skills, with the ability to interact effectively with clients and colleagues.
- Business level of English that will be used to communicate with colleagues and Teams overseas and with occasional non-Japanese clients
- Fluent level of Japanese both spoken and written, for client communication

会社説明

A financial services company that provides market data and analytics for various asset classes to support financial market participants in making informed decisions.