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## Customer Service Associate at Global Fintech!

### Customer Service at Global 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

1517199

##### 業種

その他（金融）

##### 雇用形態

正社員

##### 勤務地

東京都 23区

##### 給与

300万円 ~ 450万円

##### 更新日

2025年01月24日 17:00

#### 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

流暢

##### 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

You will be the first person customers connect with and the one to guide them through their payment process. You will liaise closely with all departments, work on uncovering customers' needs and providing tailored solutions.

#### Client Details

The company is a global fintech company that provides payment solutions - cross-border payments.

#### Description

As part of the customer service Team, you will be handling the following main responsibilities:

- Develop a thorough understanding of the company's products, services, and policies to provide accurate, efficient and personalized solutions
- Handle customers' questions and concerns by phone, chat, email

\*The majority of the customers are from other APAC countries, therefore communication is mostly handled in English.

- Solve complex payment problems utilizing different software tools and collaborating closely with team members and

other departments.

- Conduct daily follow-up with previously unresolved requests.
- Collect feedback to better understand payment issues and payer trends

#### **Job Offer**

- Generous wfh system, potentially full remote with occasional office visits
- An excellent and well-structured training system
- A supportive work environment where growth and development are encouraged
- Opportunities for professional growth and development and internal transfers

We encourage all qualified candidates who can contribute to the company's success and growth to apply for this exciting role in financial services!

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**

- Good communication skills, customer service oriented
- Customer service experience is preferred but not mandatory
- Fluent level of English to be able to communicate with both clients and with management abroad
- High business level of Japanese is mandatory

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#### **会社説明**

The company is a global fintech company that provides payment solutions - cross-border payments.