

MichaelPage

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Senior Customer Support for Fintech Company

Customer Support for 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

1518819

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 ~ 1400万円

更新日

2025年02月12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

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 a member of the client support team, you will respond to clients inquiries about data and analytics to inform trading decisions, manage risk, and gain insights into various financial markets. You will be an integral part of the company's front-line support team.

Client Details

Our client is a financial services company that provides market data and analytics for various asset classes to 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 constant opportunity to learn even at Senior levels
- A clear promotion path and internal transfers opportunities
- International transfer options to move to a different office located abroad
- A very tight Team focused on personal development
- The company is very much about evolution and progress

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 Tokyo Team is looking for candidates with customer support experience. Among the main requirements:

- Client support experience, ideal but not mandatory in the financial services industry
- A proactive approach to things, asking questions to clients if needed and being on top of things
- Strong aptitude to troubleshooting and finding solutions to clients issues
- Bachelor's degree
- Business level of English that will be used to communicate with colleagues, management and Teams overseas
- 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.