

MichaelPage

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OPEN: Client Support at Financial Services Company!

NEW Client Support - Financial Services

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

1523916

業種

その他（金融）

雇用形態

正社員

勤務地

東京都 23区

給与

500万円 ~ 700万円

更新日

2025年02月27日 11:25

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

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.

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.