

MichaelPage

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Customer Support Onboarding - FINTECH COMPANY

NEW Customer Support - 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

1524882

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 ~ 750万円

更新日

2025年03月06日 16:00

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

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

The role of a Customer Support entails providing exceptional customer service, handling customer inquiries, and ensuring customer satisfaction. This individual will be the first point of contact for customers and is expected to maintain professionalism and courtesy at all times. The company welcomes individuals who are interested in long-term growth and taking on more strategic roles.

Client Details

Our client is a large organization in the Fintech industry. They have a widespread presence across Japan and are well-known for their commitment to innovation and customer service. Although the company has a large workforce, it prides itself on maintaining a collegial and collaborative environment where every employee's contribution is valued.

Description

- Handle customer inquiries from both vendors and end-users, providing accurate and timely responses
- Maintain high customer satisfaction levels
- Document customer interactions for future reference
- Participate in training programs to stay updated on product or company policy changes
- Collaborate in a multilingual environment with team members from various countries.

- Identify and suggest possible improvements to existing procedures

Job Offer

- Base salary + bonus system
- Flex working time with core hours from 10am to 3pm
- Hybrid work system - WFH allowed 4X
- Employees personal development financial support
- A dynamic and respectful company culture
- Opportunities for professional development and growth

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.

スキル・資格

In order to succeed in this position, a candidate should have:

- Experience in customer support (handling phone or email inquiries).
- Excellent communication skills
- A customer-oriented mindset
- A proactive approach to problem-solving
- Basic PC skills (Word/Excel/PowerPoint).
- English language skills to communicate with Team members abroad
- High business level of Japanese

会社説明

The company is a large organization in the Fintech industry. They have a widespread presence across Japan and are well-known for their commitment to innovation and customer service. Although the company has a large workforce, it prides itself on maintaining a collegial and collaborative environment where every employee's contribution is valued.