

MichaelPage

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## Customer Service Associate at GLOBAL FINTECH

## CS Associate at GLOBAL FINTECH! Night

## 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

1526713

## 業種

証券

## 雇用形態

正社員

## 勤務地

東京都 23区

## 給与

450万円 ~ 650万円

## 更新日

2025年03月15日 17:00

## 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

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

We are looking for a motivated and dedicated Customer Service Associate who is passionate about providing exceptional service and support to our clients in the financial services industry.

## Client Details

Our client is an online brokerage firm that provides a trading platform and mobile app that allows users to trade stocks and other financial instruments.

## Description

As the Customer Service Associate you will provide customer support services to assist users with account-related inquiries, technical issues, and other concerns. Among the main responsibilities:

- Deliver client support 24/7 (shift system), interacting with customers to solve issues and answer trading related questions (equities, investment products, etc)
- Develop, maintain, and regularly update a comprehensive FAQ database to address customer queries and enhance the support experience.

- Seek and recommend opportunities to improve the client success journey and elevate the quality of service provided.
- Adhere to and support all compliance mandates and cooperate with regulatory and internal audits, meeting all specified requirements.

#### Job Offer

- Internal mobility opportunities depending on candidate strengths and preferences
- International job scope (written communication with Teams abroad)
- WFH fully allowed during night shifts

We encourage dedicated and customer-oriented individuals to apply for this Customer Service Associate role in the financial services industry!

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

- Customer Service experience in the Japan market, with strong communication skills
- A certain knowledge or awareness of the FS industry and company products is necessary
- Being okay to take the JSDA licence soon upon joining (paid for by the company)
- Initiative taker who thrives as an independent contributor and an effective team player
- Open to shift including nights
- High business level of Japanese (both verbal and written)
- Good command of spoken and written English

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#### 会社説明

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