

MichaelPage

www.michaelpage.co.jp

Customer Service TEAM LEAD - FS Trading Company!

NEW: CS Team Lead at FS Trading Firm!

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

1530493

業種

証券

雇用形態

正社員

勤務地

東京都 23区

給与

700万円 ~ 1000万円

更新日

2025年04月03日 16:50

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

流暢

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 the Customer Support Team Lead you will be focusing on building and leading a strong support team, developing customer-centric processes, providing valuable feedback to product development teams, improve operational efficiency.

Client Details

Our client is a global Fintech company which develops and successfully operates a leading online trading platform with users all over the world. The company is listed in the London stock exchange.

Description

As the Customer Support Team Lead you will be focusing on building and leading a strong support team, developing customer-centric processes, providing valuable feedback to product development teams, improve operational efficiency.

Among the Main Responsibilities:

- Work closely with the global CS Teams and product Teams to improve customer experience and optimize product features

- Build and lead a strong CS Team for Japan
- Process operations related matters such as customers onboarding, deposits and withdrawals
- Handle customer inquiries via phone, emails, chats about the company services

Job Offer

- A supportive and collaborative work environment
- Comprehensive training programs
- Flexible hybrid work environment
- Opportunities for professional growth and development
- A rewarding leadership role in the Financial Services Industry

If you are a passionate and committed professional looking to make a significant impact in a leading organization, we encourage you to apply.

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 ideal candidate comes from the financial services industry and has leadership experience in customer support. Among the main qualifications:

- Customer service experience in the Financial Services industry
- Leadership experience supervising/managing members
- Fluent level of Japanese and English (both verbal and written)
- Okay to take the JSDA and FFAJ licenses upon joining unless already in possession

会社説明

Our client is a global Fintech company which develops and successfully operates a leading online trading platform with users all over the world. The company is listed in the London stock exchange.