



(FAST GROWING STARTUP) Customer Support Agent - Japan

Young and energetic team

Job Information

Hiring Company

EBC Tech Limited

Subsidiary

EBC Tech

Job ID

1478135

Industry

Other (Banking and Financial Services)

Company Type

International Company

Job Type

Permanent Full-time

Location

Malaysia, Kuala Lumpur

Salary

3.5 million yen ~ Negotiable, based on experience

Refreshed

November 1st, 2024 09:00

General Requirements

Career Level

Entry Level

Minimum English Level

Daily Conversation (Amount Used: English usage about 50%)

Minimum Japanese Level

Native

Good command of Chinese: advantage but not required.

Minimum Education Level

Bachelor's Degree

Visa Status

Permission to work in Japan required

Job Description

About the company

EBC Financial Group, headquartered in London, UK, offers global financial investment, asset management and financial consulting. Upholding trust, respect, and integrity as our core values, we currently operate in major financial hubs worldwide, including Cyprus, Sydney, Singapore, Kuala Lumpur, Hong Kong, Bangkok, and others.

Since our establishment in 2020, we have seen rapid growth and we are looking for Marketing Executive based in Japan. The right candidate will have the opportunity to work with experienced professionals and be part of a dynamic and innovative team. Join us on our mission to create value for our clients and become a trusted partner in the global financial market.

Responsibilities

A successful candidate will be responsible, but not limited to:

- Provide front-line support, with paying attention to detail, to our customers via live chats, email, and other channels.
- Answer queries and resolving client issues regarding our products, platforms, and promotion.
- Address customer feedback as well as complaints professionally and, if necessary, escalate them to appropriate departments.
- Record and update customer data and other relevant information when necessary.
- Check uploaded KYC documents a client submits.
- Supporting documentation/administrative needs within the department and supporting translation for customer announcement notices.
- Achieve KPI or complete tasks the line manager may set.
- Work on other tasks that are not listed above.

Requirements

- Native Japanese is preferred. Business level Japanese is also considered.
- Conversational English or above for internal communication with colleagues.
- Hold an undergraduate or postgraduate degree from a university either in Japan or a foreign country. Current students who will complete their studies by the start date can also apply.
- Preferably, 1-2 years working experience in customer support roles (experience in Financial / Forex industry would be advantage). Those with less experience or fresh graduates will be also considered.
- Proficient in Microsoft Office.
- Excellent communication and interpersonal skills
- A logical and analytical approach to problem-solving.
- Ability to work under minimum supervision.

About the role

- You will be expected to work on weekdays, either 09.00 hrs to 18.00 hrs or 10.00 hrs to 19.00 hrs (JST), excluding weekends and Japanese bank holidays.

Please attach a most recent CV in English with the application.

Notes for candidates:

- If you are successful, you will be required to relocate to Kuala Lumpur where our office is located. However, you will initially work from Japan until we complete Malaysia visa process. Relocation is expected in or after January 2025.

Company Description