



【Customer Support-Night Shift】 Large Fintech Company in Japan

Job Information

Recruiter

SPOTTED K.K.

Job ID

1532200

Division

Customer Support Department

Industry

Other (Banking and Financial Services)

Company Type

Small/Medium Company (300 employees or less)

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

5 million yen ~ 8 million yen

Holidays

Saturdays, Sundays, Holidays, New Year's holidays, paid leave.

Refreshed

August 17th, 2025 00:00

General Requirements

Minimum Experience Level

Over 1 year

Career Level

Mid Career

Minimum English Level

Business Level (Amount Used: English usage about 50%)

Minimum Japanese Level

Daily Conversation

Other Language

French - Business Level

Minimum Education Level

Bachelor's Degree

Visa Status

Permission to work in Japan required

Job Description

You will assist the department manager of the Customer Support Department and manage the following tasks:

- New account opening tasks
- Customer inquiry handling
- Ongoing customer management
- Transaction monitoring/Filtering

- **Manual maintenance (including English translations)**
 - **Etc**
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Required Skills

- **KYC Experience in the fintech industry**
 - **Customer Support Experience in the fintech industry**
 - **Ability to work in the office during night shifts**
 - **Business-level English proficiency**
 - **Conversational Japanese (JLPT N3 and above)**
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Company Description