

**MichaelPage**

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**NEW: Customer Service for Fintech - JSDA required!****Candidates with JSDA- Customer Service!****Job Information****Recruiter**

Michael Page

**Job ID**

1538928

**Industry**

Securities

**Job Type**

Permanent Full-time

**Location**

Tokyo - 23 Wards

**Salary**

4.5 million yen ~ 7 million yen

**Refreshed**

May 9th, 2025 18:00

**General Requirements****Career Level**

Mid Career

**Minimum English Level**

Business Level

**Minimum Japanese Level**

Native

**Minimum Education Level**

Associate Degree/Diploma

**Visa Status**

Permission to work in Japan required

**Job Description**

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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#### **Required Skills**

- 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 evenings
- High business level of Japanese (both verbal and written)
- Good command of spoken and written English

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#### **Company Description**

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