

MichaelPage

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NEW: Client Support Representative for Trading Fintech!**Client Support for Trading Fintech!****Job Information****Recruiter**

Michael Page

Job ID

1538957

Industry

Other (Banking and Financial Services)

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

5.5 million yen ~ 8 million yen

Refreshed

May 11th, 2025 12:00

General Requirements**Career Level**

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

Fluent

Minimum Education Level

Bachelor's Degree

Visa Status

Permission to work in Japan required

Job Description

We're seeking a talented customer support-experienced candidate for a key role in the Financial Services/Fintech trading sector. The successful candidate will serve as a liaison between our clients and our company, ensuring exceptional customer service and client satisfaction.

Client Details

Our company is a large international Fintech organization that specializes in trading fixed income products, ETFs, and derivatives.

Description

As a Client Relations Representative, you will be dealing with requests for information, inquiries and issues from clients, developing and maintaining a thorough understanding of the company's products and services in order to meet customers demands. Among the main responsibilities:

- Support clients with general platform / product inquiries

- Collaborate with internal teams to ensure client needs are met.
- Work directly with the Sales Teams to onboard new clients, including training and the completion of relevant legal processes and documentation
- Ensuring the system is prepared for daily trading and monitoring for potential problems throughout the day
- All clients will initially be Japan-based, later on there may be the chance to handle APAC clients as well (in English)

Job Offer

- A competitive salary range inclusive of base salary and Bonus.
- Opportunities for professional growth and development within the financial services industry.
- This position requires visiting the office 5 days a week due to the importance put on the Team aspect of it, and having a supportive and collaborative work environment.
- Internal mobilities opportunities in the future, possibility to be involved in other departments

We encourage all qualified candidates who are passionate about financial services and client service to apply for this opportunity to join our team in the customer service department.

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.

Required Skills

The Team in Tokyo is looking for candidates with a keen interest for the industry and with the following strengths / qualifications in order to succeed on the job:

- Strong understanding of financial services.
- Excellent communication and interpersonal skills.
- Customer Service background in the financial services industry
- Possession of the JSDA license
- High business level of Japanese and English

With some degree of flexibility about the above, if you think you have the right set of skills for the job, the company would love to hear from you.

Company Description

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