

**MichaelPage**

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## Customer Support (Korean speaking) - Fintech Company!

### Korean Customer Support - Company!

#### Job Information

**Recruiter**

Michael Page

**Job ID**

1539960

**Industry**

Other (Banking and Financial Services)

**Job Type**

Permanent Full-time

**Location**

Tokyo - 23 Wards

**Salary**

3 million yen ~ 4.5 million yen

**Refreshed**

May 19th, 2025 16:00

#### General Requirements

**Career Level**

Entry Level

**Minimum English Level**

Fluent

**Minimum Japanese Level**

Business Level

**Minimum Education Level**

Bachelor's Degree

**Visa Status**

Permission to work in Japan required

#### Job Description

You will be the first person customers connect with and the one to guide them through their payment process. You will liaise closely with all departments, work on uncovering customers' needs and providing tailored solutions.

**Client Details**

The company is a global fintech company that provides payment solutions - cross-border payments.

**Description**

As part of the customer service Team, you will be handling the following main responsibilities:

- Develop a thorough understanding of the company's products, services, and policies to provide accurate, efficient and personalized solutions
- Handle customers' questions and concerns by phone, chat, email

\*The majority of the customers are from other APAC countries, therefore communication is mostly handled in English.

- Solve complex payment problems utilizing different software tools and collaborating closely with team members and

other departments.

- Conduct daily follow-up with previously unresolved requests.
- Collect feedback to better understand payment issues and payer trends

#### **Job Offer**

- Generous wfh system, potentially full remote with occasional office visits
- An excellent and well-structured training system
- A supportive work environment where growth and development are encouraged
- Opportunities for professional growth and development and internal transfers

We encourage all qualified candidates who can contribute to the company's success and growth to apply for this exciting role in financial services!

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**

- Good communication skills, customer service oriented
- Customer service experience is preferred but not mandatory
- Fluent level of English to be able to communicate with both clients and with management abroad
- High business level of Japanese is mandatory

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#### **Company Description**

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