

MichaelPage

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NEW: Customer Service Team Lead - Fintech Trading Company!**NEW: CS Team Lead at FS Trading Firm!****Job Information****Recruiter**[Michael Page](#)**Job ID**

1545698

Industry

Securities

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

6 million yen ~ 8 million yen

Refreshed

June 25th, 2025 18:00

General Requirements**Career Level**

Mid Career

Minimum English Level

Fluent

Minimum Japanese Level

Fluent

Minimum Education Level

Bachelor's Degree

Visa Status

Permission to work in Japan required

Job Description

As the Customer Support Team Lead you will be focusing on building and leading a strong support team, developing customer-centric processes, providing valuable feedback to product development teams, improve operational efficiency.

Client Details

Our client is a global Fintech company which develops and successfully operates a leading online trading platform with users all over the world. The company is listed in the London stock exchange.

Description

As the Customer Support Team Lead you will be focusing on building and leading a strong support team, developing customer-centric processes, providing valuable feedback to product development teams, improve operational efficiency.

Among the Main Responsibilities:

- Work closely with the global CS Teams and product Teams to improve customer experience and optimize product features

- Build and lead a strong CS Team for Japan
- Process operations related matters such as customers onboarding, deposits and withdrawals
- Handle customer inquiries via phone, emails, chats about the company services
- SHIFT schedule:

(1) 9:00 AM - 5:00 PM

(2) 11:00 AM - 7:00 PM

(3) 1:00 PM - 9:00 PM

Job Offer

- A supportive and collaborative work environment
- Comprehensive training programs
- Flexible hybrid work environment
- Opportunities for professional growth and development
- A rewarding leadership role in the Financial Services Industry

If you are a passionate and committed professional looking to make a significant impact in a leading organization, we encourage you to apply.

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 ideal candidate comes from the financial services industry and has leadership experience in customer support. Among the main qualifications:

- Customer service experience in the Financial Services industry (trading)
- Leadership experience supervising/managing members
- Proactive mindset and ability to work with limited supervision
- Fluent level of Japanese and English (both verbal and written)
- Possession of the JSDA and FFAJ licenses

Company Description

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