

MichaelPage

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NEW: Customer Support Specialist - FINTECH!**Customer Support Specialist - FINTECH!****Job Information****Recruiter**

Michael Page

Job ID

1552325

Industry

Other (Banking and Financial Services)

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

4 million yen ~ 6 million yen

Refreshed

July 18th, 2025 18:00

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

The company is looking for experienced candidates in customer service to be potential future leaders. You will handle customers inquiries and share feedback with the Team in order to improve operations and overall efficiency.

Client Details

This opportunity is with a leading fintech company that supports businesses by offering integrated payments and operations platforms.

Description

The company is looking for experienced candidates in customer service to be potential future leaders. Among the main responsibilities of this position:

- Respond promptly and effectively to inquiries from merchants, resolve issues, and contribute to improving customer satisfaction.
- Share valuable insights obtained through customer support operations with relevant internal teams to enhance service

quality.

- Lead various customer support activities and promote internal information sharing to improve team efficiency.

Job Offer

- Permanent employment in a growing organization within the financial services sector.
- Opportunities for career development and professional growth.
- Supportive and collaborative company culture.
- A good work-life-balance with weekends and holidays off.

Join a team dedicated to excellence in customer service. If you are passionate about supporting clients and thrive in the financial services industry, we encourage you to apply today!

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

In order to success in this role, the applicant should possess the following qualifications:

- Customer service experience ideally in a fintech or financial services company.
- Leadership oriented with the ability to take initiative.
- Strong communication and problem-solving skills.
- Good PC skills (excel, word, power point)
- Business English and High business Japanese (written and spoken)

Company Description

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