

MichaelPage

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Customer Support Night/Day Shift - ONLINE TRADING

CUSTOMER SUPPORT at Fintech- Night Shift

Job Information

Recruiter

Michael Page

Job ID

1554889

Industry

Securities

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

4.5 million yen ~ 6.5 million yen

Refreshed

August 12th, 2025 12:00

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.

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

Company Description

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