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## NEW: Customer Service and Operations - Fintech Firm!

### Customer Service & Operations - Fintech!

#### Job Information

**Recruiter**
[Michael Page](#)
**Job ID**

1555949

**Industry**

Insurance

**Job Type**

Permanent Full-time

**Location**

Tokyo - 23 Wards

**Salary**

4 million yen ~ 5 million yen

**Refreshed**

August 21st, 2025 16:00

#### General Requirements

**Career Level**

Mid Career

**Minimum English Level**

Business Level

**Minimum Japanese Level**

Native

**Minimum Education Level**

Bachelor's Degree

**Visa Status**

Permission to work in Japan required

#### Job Description

The roles entails handling operational tasks and providing support for customer's subscriptions and other service request.

**Client Details**

Our client is an international Fintech company in the insurance space.

**Description**

The roles entails handling operational tasks and providing support for customer's subscriptions and other service request.  
Among the main responsibilities:

- Communicate with customers and service providers to support with inquiries and resolve claims
- Prepare and arrange packaging shipments to customers
- Communicate with repair service providers for repair cases.

- Prepare operations reports

**Job Offer**

- The chance to directly impact the local business and to communicate directly with upper management abroad
- A professional and dynamic work culture.
- An international job scope.
- A standard M-F 9am to 6pm schedule with WFH allowed (after probation)

This is a fantastic opportunity for the right candidate to make their mark within a large organization in the Financial Services industry. We encourage all interested and qualified individuals 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.

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**Required Skills**

A successful candidate should possess the following qualifications in order to success in the role:

1. Having an experience in Call center/Customer service
2. Can communicate in English at a good business level
3. High business level of Japanese

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**Company Description**

Our client is an international Fintech company in the insurance space.