

MichaelPage

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NEW: Customer Success/Support at Global Business Firm!**Customer Success at Business Firm****Job Information****Recruiter**

Michael Page

Job ID

1556207

Industry

Other (Banking and Financial Services)

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

5 million yen ~ 6 million yen

Refreshed

August 26th, 2025 09:00

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

The Customer Success representative will be the main point of contact for clients to ensure inquiries are addressed in a timely fashion. Collaboration and communication with other departments will be necessary. You will provide customers with product and service information and resolve occasional issues.

Client Details

The company is a global leader and provider services that empower businesses with tools to trade securely. They help mitigate financial risk and drive better strategic outcomes.

Description

The Customer Success representative will be the main point of contact for clients to ensure inquiries are addressed in a timely fashion. Collaboration and communication with other departments will be necessary. You will provide customers with product and service information and resolve occasional issues. Among the main responsibilities:

*Onboard clients effectively

*Support client contract renewals

*Support clients for any customized service and support in case of system problems, providing data reports to support customer operations

Job Offer

- Base salary + performance based bonus
- Good work life balance: working hours from 9:00am to 5:30pm
- Remote work allowed up to 3 times a week
- Great chance to directly have a real impact in the business
- A supportive and collaborative work environment.

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

A successful Customer Success professional should have:

- Good experience in client/customer service, ideally from similar financial services firms
 - Ability to multi-task in a fast-paced, time sensitive environment
 - High-business Japanese and business English (for APAC Reporting)
 - PC skills - ability to use Microsoft Word and Excel.
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Company Description

The company is a global leader and provider services that empower businesses with tools to trade securely. They help mitigate financial risk and drive better strategic outcomes.