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OPEN: Customer Support Specialist up to 7M - Fintech

Customer Support Specialist - Fintech

Job Information

Recruiter
[Michael Page](#)
Job ID

1557089

Industry

Other (Banking and Financial Services)

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

5.5 million yen ~ 7 million yen

Refreshed

September 4th, 2025 10:00

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

As a member of the client support team, you will be responsible for supporting clients with inquiries regarding market data products.

Client Details

Our client is a financial services company that provides market data and analytics for various asset classes to support financial market participants in making informed decisions.

Description

As a member of the client support team, you will be responsible for supporting clients with inquiries regarding market data products. Among the main responsibilities:

- Customer Support: analyze technical issues and respond to customers inquiries both reactively and proactively
- Keep the customer informed on the status of all open inquiries

- Gain a deep understanding of the market data products, architecture, and customer base
- Identify trends to address with the client or internally to improve client experience and workflow
- Work closely with Sales, Relationship Managers, Product, Development and QA to serve as the voice of the customer internally and drive resolution of issues.

Job Offer

- A supportive and collaborative work environment.
- A clear promotion path and internal transfers opportunities
- A supportive company culture focused on employee development and satisfaction.
- The company is very much about evolution and progress.

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 Tokyo Team is looking for candidates with customer support experience. Among the main requirements:

- Good experience in client/customer service
- Sound ability to multi-task in a fast-paced, time sensitive environment
- Analytical skills required to review data, apply logic and reason, and draw appropriate conclusions about findings
- Knowledge of financial markets would be a big +plus
- PC skills - ability to use Microsoft Word and Excel.
- Spoken and written fluency in English and Japanese is mandatory

With some degree of flexibility about the above, if you think you have the right set of skills for the job, the company would love to hear from you.

Company Description

Our client is a financial services company that provides market data and analytics for various asset classes to support financial market participants in making informed decisions.