

Michael Page

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Almost Full Remote Customer Support - Fintech! Up to 7M

Good Remote Customer Support - Fintech!

Job Information

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

1559484

Industry

Other (Banking and Financial Services)

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

5 million yen ~ 7 million yen

Refreshed

September 24th, 2025 16:00

General Requirements

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

Fluent

Minimum Education Level

Associate Degree/Diploma

Visa Status

Permission to work in Japan required

Job Description

This position is focused on managing accounts receivable and Collections related tasks to ensure smooth cash flow within the company.

Client Details

Our client is a large organization in the Fintech industry. They have a widespread presence across Japan and are well-known for their commitment to innovation and customer service. Although the company has a large workforce, it prides itself on maintaining a collegial and collaborative environment where every employee's contribution is valued.

Description

*This position is focused on managing accounts receivable and related tasks to ensure smooth cash flow within the company. Key responsibilities include following up on unpaid debts from customers, merchants, and partners, managing risks, handling chargebacks and fraudulent transactions, and improving the debt collection process.

*The role also involves collaborating with internal departments, lawyers, consumer centers, debt collection agencies, and governmental bodies to resolve issues, optimize processes, and address complaints.

Job Offer

- Flex working time with core hours from 10am to 3pm
- Hybrid work system: around 90% WFH allowed
- Employees personal development financial support
- A dynamic and respectful company culture
- Opportunities for professional development and growth

We encourage all qualified candidates who can contribute to the company's success and growth to apply for this exciting role in financial services!

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 succeed at the job, you will bring the following to the table:

- Experience in accounts receivable/collections
- A basic understanding of finance and payment systems
- Proficiency in Word, Excel, and Google Sheets
- Fluency in Japanese (native) and English (basic).
- Experience managing deadlines and communicate effectively with internal and external stakeholders are essential.
- Adaptable to the fast-changing fintech landscape.

Company Description

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