

Michael Page

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NEW: CS Team Lead - Securities Company! up to 8M

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Job Information

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

1559628

Industry

Securities

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

6 million yen ~ 8 million yen

Refreshed

September 26th, 2025 15:00

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 CS Team Lead will oversee and improve customer service performance, ensuring client satisfaction and operational efficiency. This role requires leadership skills and a strong understanding of customer service processes to drive team success.

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 Team Lead you will engage in the following main responsibilities:

- Supervise, mentor, and lead the CS team to deliver exceptional service and sustained client satisfaction.
- Develop, implement, and refine Client Success Standard Operating Procedures (SOPs) to ensure consistent and high-quality service delivery.

- Prepare, analyze, and present the quarterly "Voice of Committee" material, capturing key client insights, feedback, and actionable recommendations to inform business strategy.
- Proactively manage client relationships and swiftly resolve escalated issues.
- Work closely with internal management and cross-functional partners to uphold and improve quality practices, standards, and regulatory/audit compliance.
- Support and fulfill any additional duties or responsibilities as assigned by the company.

Job Offer

- Internal mobility opportunities depending on candidate strengths and preferences
- International job scope (written communication with Teams abroad)
- Permanent role offering long-term career growth within the financial services industry.
- Supportive work environment with a focus on professional development.
- Opportunities to lead and make a significant impact within the customer service department.

If you are ready to take on a leadership role in customer service and make a difference in the financial services industry, apply now to join this rewarding opportunity.

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 applicant should have:

- Customer Service experience in the financial service industry (banking or securities)
- Proven leadership experience either as a team lead or supervisor
- Strong understanding of customer service processes and practices within the financial services industry.
- Excellent problem-solving abilities to handle escalated client issues effectively.
- Being okay to take the JSDA licence soon upon joining (paid for by the company)
- High business level of Japanese and fluent English

Company Description

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