

Michael Page

www.michaelpage.co.jp

**NEW: CS Team Lead - Securities Company! up to 8M****NEW: CS Team Lead - Securities! up to 8M****Job Information****Recruiter**[Michael Page](#)**Job ID**

1561741

**Industry**

Securities

**Job Type**

Permanent Full-time

**Location**

Tokyo - 23 Wards

**Salary**

6 million yen ~ 8 million yen

**Refreshed**

October 15th, 2025 21:00

**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.

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#### **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

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#### **Company Description**

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