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Client Service Associate - Securities Company! Up to 7M

Client Service Associate - Securities

Job Information

Recruiter
[Michael Page](#)
Job ID

1562152

Industry

Securities

Job Type

Contract

Location

Tokyo - 23 Wards

Salary

6 million yen ~ 7 million yen

Refreshed

October 17th, 2025 08:00

General Requirements

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

Fluent

Minimum Education Level

Bachelor's Degree

Visa Status

Permission to work in Japan required

Job Description

As the Client Service Associate you will be assisting Clients on Account, Operations and IT related enquiries and reports; and granting access to the company's services like Trading Platform, Reporting tools, Partner Client Configuration Manager and Partner Client Chat. This role will be based in Tokyo, working closely with the Client Service teams in APAC. Among the Main Responsibilities:

Client Details

Our client is a global investment bank specializing in online trading and investment services across various financial instruments, including stocks, bonds, forex, commodities.

Description

As the Client Service Associate you will be assisting Clients on Account, Operations and IT related enquiries and reports; and granting access to the company's services like Trading Platform, Reporting tools, Partner Client Configuration Manager and Partner Client Chat. This role will be based in Tokyo, working closely with the Client Service teams in APAC. Among the Main Responsibilities:

- Providing excellent customer service to all clients through Inbound and Outbound Calls, Chats and CRM cases (taking mostly escalations)
- Responsible for handling incoming support and incident queries
- Assist clients on funding and transfer queries, and on Trading Platform and Product queries
- Client data maintenance
- Account updates and amendments

Job Offer

- Base salary + performance-based bonus.
- Supportive company culture with structured processes.
- Dynamic, very ambitious and, at the same time, informal and pleasant working environment
- They encourage employees to be part of the growth and share ideas
- Global job scope working with Teams abroad

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

To be successful in this role, applicants will come with the following qualifications:

- Customer service experience, preferably within Financial Services industry (banking, securities) and knowledge of the company's operational market (investment, trading)
- Holding a JSDA licence
- Understands the client life cycle stages in CRM and related processes
- Resilient attitude to cope with objections/pushback and provide solutions
- Capable of multitasking and meeting deadlines in a dynamic environment
- Fluent / Native level of Japanese (both verbal and written) and good business English skills (written and verbal)

Company Description

The company is a global investment bank specializing in online trading and investment services across various financial instruments, including stocks, bonds, forex, commodities.