



【外資系eFXプラットフォーム】カスタマーサクセスマネージャー | 年収1100万円以上

市場シェアを拡大中の、注目の新技術を持つ会社です

Job Information

Recruiter

Morgan McKinley

Job ID

1563935

Industry

Bank, Trust Bank

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

Negotiable, based on experience

Refreshed

November 13th, 2025 04:00

General Requirements

Minimum Experience Level

Over 6 years

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

大手電子取引プラットフォームプロバイダーにて、カスタマーサクセスマネージャーを募集しています。

外国為替電子取引（e-FX）クライアントの一次窓口として、顧客満足度を高め、クロスセル機会を通じた収益成長を支援し、主要顧客や経営層との信頼関係構築を担います。

実力と成果に応じて裁量やポジションが広がる、フラットでスピード感のある組織です。

主な職務内容

- ・ 外国為替電子取引（e-FX）クライアントの一次窓口として、日々の対応を通じて長期的な信頼関係を構築
- ・ クライアントニーズを的確に把握・クロスセルの機会を特定し、営業チームや関連部署と連携
- ・ 主要アカウントおよびステークホルダー（含む経営層）との強固な関係を構築し、ビジネスの拡大に貢献
- ・ 各案件の進捗状況を社内外の関係者と適切に共有し、円滑なプロジェクト推進を支援

- 責任感をもって案件をリードし、質の高いクライアントサービスを継続的に提供
- クライアントとの日常的なコミュニケーションを通じて、顧客満足度の向上と企業としての信頼性強化に寄与

Join a **leading electronic trading platform provider** as a **Customer Success Manager**, serving as the primary point of contact for clients in the electronic foreign exchange (FX) space. You will play a critical role in ensuring customer satisfaction, driving revenue growth through cross-selling opportunities, and developing trusted advisor relationships with key accounts and executive sponsors. This is a unique chance to contribute to the success of a fintech leader while working in a fast-paced and innovative environment.

Key Responsibilities

- Serve as the **primary contact** and build long-term client relationships in electronic FX.
- Identify and communicate **cross-selling opportunities** to support revenue growth.
- Develop trusted advisor relationships with key accounts, stakeholders, and executives.
- Provide clear updates on progress and initiatives to both internal and external stakeholders.
- Take ownership of client requests, delivering exceptional **day-to-day service**.
- Enhance the organization's reputation by proactively driving client satisfaction.

Required Skills and Qualifications

Experience:

- Proven client or account management experience within financial intermediaries, such as brokerages or technology providers.
- Strong ability to **communicate, present, and influence** across all organizational levels, including C-suite executives.
- Demonstrated success delivering client-focused solutions tailored to customer needs.
- Deep knowledge of **electronic FX**; multi-asset knowledge preferred.

Soft Skills:

- Critical thinking, problem-solving, and strong interpersonal skills.

Language Requirements

- **Japanese:** Native-level proficiency.
- **English:** Business-level proficiency (required for global collaboration).

Preferred Skills & Qualifications

- Experience working in fintech, electronic trading, or multi-asset platforms.
- Ability to thrive in a fast-paced and entrepreneurial environment.

About the Company

Our client is a **fintech leader** providing cutting-edge electronic trading technology to financial institutions worldwide. Their platforms enable efficient market access, liquidity, and execution across multiple markets. With a strong global presence, they combine innovation, speed, and scalability to drive growth and transformation in the financial services industry.

Why You'll Love Working Here

- Work with **cutting-edge electronic trading technology**.
- Opportunity to thrive in a **fast-paced, results-driven fintech environment**.
- Startup-like culture with **high growth potential** in the financial markets.
- **Global team** environment leveraging both Japanese and English.
- Exposure to **new technologies with strong market impact**.

Required Skills

必須条件

経験・資格：

- ・証券会社、テクノロジープロバイダーなどでのクライアントマネジメント、またはアカウントマネジメント経験
- ・スタッフからCxOまで、様々なステークホルダーと適切にコミュニケーションがとれること（交渉、プレゼン含む）
- ・顧客ニーズに基づいたソリューション提供の経験
- ・外国為替電子取引（e-FX）の知識

ソフトスキル：

- ・クリティカルシンキング
- ・問題解決能力
- ・対人スキル

語学力：

- ・日本語：ネイティブレベル
- ・英語：ビジネスレベル（グローバルチームとの協働に必須）

歓迎条件

- ・マルチアセットの知識
- ・フィンテックや電子取引、マルチアセットプラットフォームでの経験

この求人がおすすめの理由

- ・市場シェアを拡大中の、注目の新技術を持つ会社です！
- ・最先端の電子取引テクノロジーに携われます
- ・スピード感あるフィンテック環境でキャリアを伸ばせます
- ・実力と成果に応じて裁量やポジションが広がる、フラットでスピード感のある組織です
- ・リーダーやマネジメントを目指す方にも最適
- ・日本語・英語も活かせるグローバルチーム
- ・基本給1100万円以上（経験スキルにより応相談）+ボーナスの高報酬案件

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Company Description

Morgan McKinleyは国際的な人材コンサルティング会社として、さまざまな業界・分野をリードする採用企業様と、スペシャリストとしてのスキルを有する人材とを結びつけるお手伝いをしています。1988年の創立以来、Morgan McKinleyの名は、「卓越した質のサービス」「市場知識の豊富さ」「No.1企業であり続けようとする強い意志」、そして何よりも「実績」を体現する会社として知られています。

リクルーティング スペシャリストである弊社コンサルタントまでお気軽にお問い合わせください。