



Client Services Delivery Lead - USA Fintech Giant

Job Information

Temp Agency

Randstad K.K., Professionals

Job ID

1564474

Industry

Other (Banking and Financial Services)

Company Type

Large Company (more than 300 employees) - International Company

Non-Japanese Ratio

Majority Non-Japanese

Job Type

Contract

Location

Tokyo - 23 Wards

Salary

8 million yen ~ 12 million yen

Refreshed

November 5th, 2025 14:58

General Requirements

Minimum Experience Level

Over 6 years

Career Level

Mid Career

Minimum English Level

Fluent

Minimum Japanese Level

Fluent

Minimum Education Level

Bachelor's Degree

Visa Status

No permission to work in Japan required

Job Description

A public-listed American Fintech company is looking to hire several key founding staff to be based in Tokyo, as a part of their exciting market entry into Japan.

We're seeking an experienced bilingual **Client Services Delivery Manager** to drive the setup and long-term management of customer service operations in Japan. The ideal candidate will combine strong leadership in service management with hands-on experience in program delivery, stakeholder coordination, and team development across complex, multi-country initiatives.

Primary Accountabilities

- **Establish Japanese Operations:** Direct the full launch of customer support operations in Japan - covering contact

center creation, staffing strategy, vendor oversight, operational process design, and adherence to local regulatory standards.

- **Client Engagement & Service Oversight:** Serve as the regional delivery lead and key client liaison for a strategic account. Oversee performance management, handle escalations, and lead recurring service review sessions.
- **Performance & Quality Management:** Define measurable service outcomes (SLAs, KPIs), implement monitoring frameworks, and champion continuous improvement and quality assurance programs.
- **Program Execution:** Create and maintain a detailed launch roadmap - aligning timelines, resources, risks, and communication across all delivery teams.
- **Knowledge & Process Frameworks:** Develop localized SOPs, escalation guidelines, workflow documentation, and learning materials suited to the Japanese market and client specifications.
- **Cross-Functional Collaboration:** Partner with technical, HR, compliance, and operations teams to coordinate system integrations, data security practices, and workforce onboarding aligned with project milestones.

Required Skills

Required Expertise

- **Contact Center:** Proven experience working with technical teams to design and deploy large-scale contact center platforms and omnichannel routing environments (such as Genesys Cloud, Amazon Connect, or Cisco Finesse).
- **Project & Program Management:** Skilled in structured delivery methodologies (PMP, PRINCE2) and tools like Microsoft Project, Smartsheet, or Asana.
- **Customer Service Technology:** Proficiency in CRM and service management solutions (Salesforce Service Cloud, ServiceNow, Zendesk), including API and backend integrations.
- **Analytics & Workforce Tools:** Familiarity with WFM, QA, and analytics platforms (NICE, Verint, Tableau, Power BI) for monitoring service efficiency and performance.
- **Language Proficiency:** Professional-level fluency in both Japanese and English for communication, documentation, and stakeholder interaction.

Preferred Qualifications

- Certification in PMP, PRINCE2, Agile, or Scrum methodologies.
- **Payments Operations:** Background in payment systems management and integration, including ISO 20022 messaging standards, reconciliation, and settlement workflows.
- **Compliance & Security:** Hands-on experience implementing data protection and security measures (e.g., PCI DSS, APPI) within customer operations environments.

Company Description