



【Global Customer Support】 At a Global Digital asset exchange

Job Information

Recruiter

SPOTTED K.K.

Job ID

1581603

Industry

Other (Banking and Financial Services)

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

4 million yen ~ 8 million yen

Refreshed

May 1st, 2026 14:00

General Requirements

Minimum Experience Level

Over 3 years

Career Level

Mid Career

Minimum English Level

Fluent

Minimum Japanese Level

Business Level

Other Language

French - Daily Conversation

Minimum Education Level

Bachelor's Degree

Visa Status

Permission to work in Japan required

Job Description

Key Responsibilities

Global Customer Support Operations

- Execute and support customer support operations for **overseas affiliated entities (EU and US)**
- Respond to customer inquiries via **email and other support channels (primarily in English)**
- Provide ongoing customer account support and issue resolution

Account & Transaction Operations

- Review and process **new account opening applications**, including **KYC verification**
- Conduct screening and processing of **cryptocurrency deposits and withdrawals**
- Manage **fiat currency deposit and withdrawal operations**

Compliance & Monitoring

- Perform **transaction monitoring and filtering**
- Support **continuous customer account management and compliance checks**
- Ensure operations adhere to regulatory and internal compliance standards

Operational Documentation

- Prepare and update **operational manuals and internal documentation**
 - Translate operational materials into **English where required**
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Required Skills

Requirements

Required Qualifications

- **Minimum 3 years of experience in a financial institution** , such as:
 - Cryptocurrency exchanges
 - Securities firms
 - Banks or other financial services organizations
- **Business-level English proficiency** (reading, writing, and speaking)
- At least **1 year of professional experience working in English**

Preferred Qualifications

- Basic knowledge of **AML/CFT (Anti-Money Laundering / Countering the Financing of Terrorism)**
 - **French language ability** for business communication
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Company Description