CR/097702 | Customer Support Consultant

Job Information

Recruiter
JAC Recruitment Singapore

Job ID
1614521

Industry
IT Consulting

Job Type
Contract

Location
Singapore

Salary
Negotiable, based on experience

Refreshed
September 29th, 2026 10:29

General Requirements

Minimum Experience Level
Over 6 years

Career Level
Mid Career

Minimum English Level
Business Level

Minimum Japanese Level
Business Level

Minimum Education Level
Associate Degree/Diploma

Visa Status
No permission to work in Japan required

Job Description

COMPANY OVERVIEW

A global SaaS provider delivering innovative solutions that help businesses optimize financial processes, enhance operational efficiency, and support strategic decision-making.

This is a 12-month agency contract role (extendable/renewable)

JOB RESPONSIBILITIES

- Provide timely customer support via email, phone, and support platforms.
- Troubleshoot and resolve customer issues, escalating when required.
- Meet customer satisfaction and service level targets.
- Maintain accurate case documentation and support records.

- Create and update knowledge base articles.
- Collaborate with internal teams to improve products and processes.
- Share best practices and support team knowledge development.

JOB REQUIREMENTS

- Atleast 6 years relevant experience in middle office support.
- Familiarity with finance/ treasury/payments/transfers
- Experience in customer support, application support, or SaaS support.
- Strong communication, analytical, and problem-solving skills.
- Experience with ticketing tools (e.g., Salesforce Service Cloud).
- Knowledge of treasury/financial operations such as cash management, payments, bank reporting, FX, and general ledger.
- Familiarity with APIs, file integrations, bank file protocols, and data interfaces.
- Ability to work independently in a fast-paced, customer-focused environment.
- Japanese language proficiency (written and spoken) to communicate effectively with Japan-based clients and stakeholders

Interested candidates who wish to apply for the above positions, please click "Apply now".

We regret that only shortlisted candidates will be notified.

Working Location: Singapore

Bhadoria Shilpalekha Vikas (R1876178)

JAC Recruitment Pte. Ltd. (90C3026)

#LI-JACSG

#countrysingapore

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Company Description