

MichaelPage

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REMOTE: Customer Support Position at Fintech!**REMOTE: Customer Support at Fintech!****募集職種****人材紹介会社**

マイケル・ページ・インターナショナル・ジャパン株式会社

求人ID

1553231

業種

その他（金融）

雇用形態

正社員

勤務地

東京都 23区

給与

500万円 ~ 750万円

更新日

2025年07月28日 17:58

応募必要条件**キャリアレベル**

中途経験者レベル

英語レベル

ビジネス会話レベル

日本語レベル

ネイティブ

最終学歴

大学卒：学士号

現在のビザ

日本での就労許可が必要です

募集要項

The company aims to create a platform where users are well-supported through a ticketing system, live chat, and phone calls. Handle back-office tickets and address customer enquiries, advice, and suggestions via email or online tools.

Client Details

Our client is a startup trading fintech company.

Description

The company aims to create a platform where users are well-supported through a ticketing system, live chat, and phone calls. Among the main responsibilities:

- Handle back-office tickets and address customer enquiries, advice, and suggestions via email or online tools
- Support other business units with customer liaison, accurately documenting customer requests and advice, and providing feedback in the form of documentation
- Collaborate with internal teams to improve support processes and contribute to product improvements
- Maintain a high level of knowledge about the company's products, services, and industry developments

- Translate and localize support content and documentation to cater to the Japanese market
- Participate in training sessions and stay updated with the latest industry trends and company policies

Job Offer

- Flexible working hours and casual work attire
- Generous work from home policy
- Opportunities for professional growth and development
- Very dynamic and innovative work culture

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.

スキル・資格

The Team in Tokyo is looking for candidates with a strong interest for the industry and with the following qualifications:

- Customer support experience in the financial services industry
- Strong problem-solving skills and ability to handle complex issues with professionalism
- Familiarity or strong interest in cryptocurrency trading and blockchain technology
- High business level of Japanese language
- Business level of English to report to HM in APAC

会社説明

Our client is a startup trading fintech company.