

MichaelPage

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NEW: Customer Success/Support at Global Business Risk Firm!

Customer Success at Business Risk Firm

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

1555608

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 ~ 600万円

更新日

2025年08月20日 16:00

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

短大卒： 準学士号

現在のビザ

日本での就労許可が必要です

募集要項

The Customer Success representative will be the main point of contact for clients to ensure inquiries are addressed in a timely fashion. Collaboration and communication with other departments will be necessary. You will provide customers with product and service information and resolve occasional issues.

Client Details

The company is a global leader and provider services that empower businesses with tools to trade securely. They help mitigate financial risk and drive better strategic outcomes.

Description

The Customer Success representative will be the main point of contact for clients to ensure inquiries are addressed in a timely fashion. Collaboration and communication with other departments will be necessary. You will provide customers with product and service information and resolve occasional issues. Among the main responsibilities:

*Onboard clients effectively

*Support client contract renewals

*Support clients for any customized service and support in case of system problems, providing data reports to support customer operations

Job Offer

- Base salary + performance based bonus
- Good work life balance: working hours from 9:00am to 5:30pm
- Remote work allowed up to 3 times a week
- Great chance to directly have a real impact in the business
- A supportive and collaborative work environment.

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

A successful Customer Success professional should have:

- Good experience in client/customer service, ideally from similar financial services firms
- Ability to multi-task in a fast-paced, time sensitive environment
- High-business Japanese and business English (for APAC Reporting)
- PC skills - ability to use Microsoft Word and Excel.

会社説明

The company is a global leader and provider services that empower businesses with tools to trade securely. They help mitigate financial risk and drive better strategic outcomes.