

MichaelPage

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OPEN: Customer Support Specialist up to 7M - Fintech**Customer Support Specialist - 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

1557089

業種

その他（金融）

雇用形態

正社員

勤務地

東京都 23区

給与

550万円 ~ 700万円

更新日

2025年09月04日 10:00

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

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

As a member of the client support team, you will be responsible for supporting clients with inquiries regarding market data products.

Client Details

Our client is a financial services company that provides market data and analytics for various asset classes to support financial market participants in making informed decisions.

Description

As a member of the client support team, you will be responsible for supporting clients with inquiries regarding market data products. Among the main responsibilities:

- ・ Customer Support: analyze technical issues and respond to customers inquiries both reactively and proactively
- ・ Keep the customer informed on the status of all open inquiries

- Gain a deep understanding of the market data products, architecture, and customer base
- Identify trends to address with the client or internally to improve client experience and workflow
- Work closely with Sales, Relationship Managers, Product, Development and QA to serve as the voice of the customer internally and drive resolution of issues.

Job Offer

- A supportive and collaborative work environment.
- A clear promotion path and internal transfers opportunities
- A supportive company culture focused on employee development and satisfaction.
- The company is very much about evolution and progress.

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 Tokyo Team is looking for candidates with customer support experience. Among the main requirements:

- Good experience in client/customer service
- Sound ability to multi-task in a fast-paced, time sensitive environment
- Analytical skills required to review data, apply logic and reason, and draw appropriate conclusions about findings
- Knowledge of financial markets would be a big +plus
- PC skills - ability to use Microsoft Word and Excel.
- Spoken and written fluency in English and Japanese is mandatory

With some degree of flexibility about the above, if you think you have the right set of skills for the job, the company would love to hear from you.

会社説明

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