

MichaelPage

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NEW: Customer Service Associate for Global Securities Fintech!

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

1558960

業種

証券

雇用形態

正社員

勤務地

東京都 23区

給与

450万円 ~ 600万円

更新日

2025年09月22日 17:00

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

As the Customer Service Associate you will provide customer support services to assist users with account-related inquiries, technical issues, and other concerns.

Client Details

Our client is an online brokerage firm that provides a trading platform and mobile app that allows users to trade stocks and other financial instruments.

Description

As the Customer Service Associate you will provide customer support services to assist users with account-related inquiries, technical issues, and other concerns. Among the main responsibilities:

- Deliver client support 24/7 (shift system), interacting with customers to solve issues and answer trading related questions (equities, investment products, etc)
- Develop, maintain, and regularly update a comprehensive FAQ database to address customer queries and enhance the support experience.

- Seek and recommend opportunities to improve the client success journey and elevate the quality of service provided.
- Adhere to and support all compliance mandates and cooperate with regulatory and internal audits, meeting all specified requirements.

Job Offer

- Internal mobility opportunities depending on candidate strengths and preferences
- International job scope (written communication with Teams abroad)
- WFH fully allowed during night shifts

We encourage dedicated and customer-oriented individuals to apply for this Customer Service Associate role in the financial services industry!

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 Service Associate should have:

- Customer Service experience in the Japan market, with strong communication skills
- A certain knowledge or awareness of the FS industry and company products is necessary
- Being okay to take the JSDA licence soon upon joining (paid for by the company)
- Initiative taker who thrives as an independent contributor and an effective team player
- Open to shift including nights
- High business level of Japanese (both verbal and written)
- Good command of spoken and written English

会社説明

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