

MichaelPage

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NEW: CS Team Lead - Securities Company! up to 8M**NEW: CS Team Lead - Securities! up to 8M****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

1561741

業種

証券

雇用形態

正社員

勤務地

東京都 23区

給与

600万円 ~ 800万円

更新日

2025年10月15日 21:00

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 CS Team Lead will oversee and improve customer service performance, ensuring client satisfaction and operational efficiency. This role requires leadership skills and a strong understanding of customer service processes to drive team success.

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 Team Lead you will engage in the following main responsibilities:

- Supervise, mentor, and lead the CS team to deliver exceptional service and sustained client satisfaction.
- Develop, implement, and refine Client Success Standard Operating Procedures (SOPs) to ensure consistent and high-quality service delivery.

- Prepare, analyze, and present the quarterly "Voice of Committee" material, capturing key client insights, feedback, and actionable recommendations to inform business strategy.
- Proactively manage client relationships and swiftly resolve escalated issues.
- Work closely with internal management and cross-functional partners to uphold and improve quality practices, standards, and regulatory/audit compliance.
- Support and fulfill any additional duties or responsibilities as assigned by the company.

Job Offer

- Internal mobility opportunities depending on candidate strengths and preferences
- International job scope (written communication with Teams abroad)
- Permanent role offering long-term career growth within the financial services industry.
- Supportive work environment with a focus on professional development.
- Opportunities to lead and make a significant impact within the customer service department.

If you are ready to take on a leadership role in customer service and make a difference in the financial services industry, apply now to join this rewarding opportunity.

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 applicant should have:

- Customer Service experience in the financial service industry (banking or securities)
- Proven leadership experience either as a team lead or supervisor
- Strong understanding of customer service processes and practices within the financial services industry.
- Excellent problem-solving abilities to handle escalated client issues effectively.
- Being okay to take the JSDA licence soon upon joining (paid for by the company)
- High business level of Japanese and fluent English

会社説明

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