

MichaelPage

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Client Service Associate - Securities Company! Up to 7M

Client Service Associate - Securities

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

1562152

業種

証券

雇用形態

契約

勤務地

東京都 23区

給与

600万円 ~ 700万円

更新日

2025年10月17日 08:00

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

流暢

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 the Client Service Associate you will be assisting Clients on Account, Operations and IT related enquiries and reports; and granting access to the company's services like Trading Platform, Reporting tools, Partner Client Configuration Manager and Partner Client Chat. This role will be based in Tokyo, working closely with the Client Service teams in APAC. Among the Main Responsibilities:

Client Details

Our client is a global investment bank specializing in online trading and investment services across various financial instruments, including stocks, bonds, forex, commodities.

Description

As the Client Service Associate you will be assisting Clients on Account, Operations and IT related enquiries and reports; and granting access to the company's services like Trading Platform, Reporting tools, Partner Client Configuration Manager and Partner Client Chat. This role will be based in Tokyo, working closely with the Client Service teams in APAC. Among the Main Responsibilities:

- Providing excellent customer service to all clients through Inbound and Outbound Calls, Chats and CRM cases (taking mostly escalations)
- Responsible for handling incoming support and incident queries
- Assist clients on funding and transfer queries, and on Trading Platform and Product queries
- Client data maintenance
- Account updates and amendments

Job Offer

- Base salary + performance-based bonus.
- Supportive company culture with structured processes.
- Dynamic, very ambitious and, at the same time, informal and pleasant working environment
- They encourage employees to be part of the growth and share ideas
- Global job scope working with Teams abroad

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

To be successful in this role, applicants will come with the following qualifications:

- Customer service experience, preferably within Financial Services industry (banking, securities) and knowledge of the company's operational market (investment, trading)
- Holding a JSDA licence
- Understands the client life cycle stages in CRM and related processes
- Resilient attitude to cope with objections/pushback and provide solutions
- Capable of multitasking and meeting deadlines in a dynamic environment
- Fluent / Native level of Japanese (both verbal and written) and good business English skills (written and verbal)

会社説明

The company is a global investment bank specializing in online trading and investment services across various financial instruments, including stocks, bonds, forex, commodities.