



【Global Customer Support】 At a Global Digital asset exchange

募集職種

人材紹介会社

株式会社SPOTTED

求人ID

1581603

業種

その他（金融）

雇用形態

正社員

勤務地

東京都 23区

給与

400万円 ~ 800万円

更新日

2026年03月20日 00:00

応募必要条件

職務経験

3年以上

キャリアレベル

中途経験者レベル

英語レベル

流暢

日本語レベル

ビジネス会話レベル

その他言語

フランス語 - 日常会話レベル

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

Key Responsibilities

Global Customer Support Operations

- Execute and support customer support operations for **overseas affiliated entities (EU and US)**
- Respond to customer inquiries via **email and other support channels (primarily in English)**
- Provide ongoing customer account support and issue resolution

Account & Transaction Operations

- Review and process **new account opening applications**, including **KYC verification**
- Conduct screening and processing of **cryptocurrency deposits and withdrawals**
- Manage **fiat currency deposit and withdrawal operations**

Compliance & Monitoring

- Perform **transaction monitoring and filtering**
- Support **continuous customer account management and compliance checks**
- Ensure operations adhere to regulatory and internal compliance standards

Operational Documentation

- Prepare and update **operational manuals and internal documentation**
 - Translate operational materials into **English where required**
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スキル・資格

Requirements

Required Qualifications

- **Minimum 3 years of experience in a financial institution** , such as:
 - Cryptocurrency exchanges
 - Securities firms
 - Banks or other financial services organizations
- **Business-level English proficiency** (reading, writing, and speaking)
- At least **1 year of professional experience working in English**

Preferred Qualifications

- Basic knowledge of **AML/CFT (Anti-Money Laundering / Countering the Financing of Terrorism)**
 - **French language ability** for business communication
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会社説明