

Job Detail

Staff Level

Position Title	[English] Global Customer Success / FinTech Related
Recruiter Company	株式会社フェロシップ/Fellowship co.,Ltd.
Company Name	Company name is private
Activated / Updated	2022-07-01 / 2022-07-01
Job Type	Customer Service - Customer Support Sales/AE - Foreign Trade Sales Sales/AE - Customer Success/Client Success
Industry	Internet Services/ISP (Internet Service Provider)
Location	Asia Japan Tokyo
Job Description	<p>This is a customer success position that supports the expansion of the Japanese market for unicorn companies (foreign-affiliated companies) that provide payment services used around the world.</p> <p>As a partner for expanding Japan of a company known as a unicorn company in the Fintech field overseas Has been responsible for customer success and sales. The current 50-member team is expected to grow to 100 more.</p> <p>【specifically】 Inquiries mainly from customers of companies using payment services (Japanese / English email, phone, live chat) will be handled on behalf of the client. Besides that, in charge of short-term and long-term projects requested by clients, and in dealing with customers By actively proposing solutions to problems from here, we will contribute to the success of our clients in Japan. We aim for the success of all our stakeholders.</p> <p>[User support] We will answer inquiries (Japanese / English) by email, phone, or live chat. (Telephone inquiries are made by adjusting the appointment by e-mail and answering by phone.) Instead of just answering, we will grasp what the user really wants and from various products We will make the best proposals. The main users who receive inquiries are corporations. The number of responses is about 20 per day, and we are seriously dealing with each inquiries and increasing engagement with companies that have introduced services.</p> <p>[Project promotion work] Proposals for improvements necessary for services that can be seen from daily work and future measures We will work with our clients to improve our service.</p> <p>[Team building] In the future, we plan to expand to a larger team as the service project expands. Everyone is working to grow as a team while taking leadership.</p> <p>[Rewarding this job]</p> <ul style="list-style-type: none"> ・ You can work in a team that is highly evaluated for customer satisfaction among vendors around the world. ・ We can continue to promote the project as a team to further expand the service. ・ You can work in a global team of English-Japanese bilingual members from more than 9 countries. ・ Client products are updated daily according to economic trends, so you can greedily absorb knowledge with a sense of speed. ・ Because the user's business is diverse, it is possible to support from large companies to start-ups while feeling the latest changes in business trends. ・ We improve the work flow every day and can work in an environment where individual growth can be felt with a sense of speed in an environment with large changes.

	<p>[After joining the company] There is technical and specialized content, including coding analysis, but three weeks of careful training and subsequent There is an OJT period so you can start with peace of mind. All the seniors also started from inexperienced.</p> <p>In the future, we will have expertise in inside sales, risk, and safety according to the appropriateness. We can also provide support from a deep perspective.</p>
Company Info	Many foreign employees
Working Hours	Shift system Basically 9:00 to 18:00 (There is also a pattern starting from 10:00 to 12:00) * Overtime is about 10 to 20 hours a month. Because of shift work, it basically rarely occurs. * During training (about 3 months), only work from 9:00 to 18:00 on weekdays
Qualifications	<ul style="list-style-type: none"> ■ Business skills with a few years of working experience ■ Japanese Skills : Those who have work experience in Japan at native level, Japanese test N2 level or higher, or equivalent skills * Clear, concise, and fluent in reading, writing, and speaking Japanese ■ English skills : Business level (TOEIC 800 points or higher) or equivalent skills (used in current position, etc.) ■ Basic PC skills, IT literacy -Touch typing, business mail, Excel (to the extent that functions can be examined and used), PPT, Word (create / input) -IT and net literacy that you can investigate and use what you do not understand * Many IT tools are used in business. -Chat communication via slack, skype, etc.
English Level	Fluent (TOEIC 865-)
Japanese Level	Fluent(JLPT Level 1 or N1)
Chinese Level	None
Salary	JPY - Japanese Yen JPY 3500K - JPY 6000K
Salary Description	<ul style="list-style-type: none"> ■ Benefits <ul style="list-style-type: none"> • Equipped with various social insurance • There is a salary increase • Commuting allowance payment (up to 20,000 yen per month) • Health check (basic items + options for women) • Nursing care leave • Prenatal leave / childcare leave * Acquisition rate 100%, many achievements for both men and women -Maternity leave follow-up system <ul style="list-style-type: none"> • Housing allowance (regular employees only) • Equipped with a break room and a nap room (rest room) • Free drinks, office convenience stores, etc. • Welcome back system • Base and department exchange support system • Shareholding association system ■ Training system / Career support system <ul style="list-style-type: none"> • New model business creation system • Qualification acquisition assistance system • Foreign language learning assistance system • In-house recruitment system • In-house study abroad system • Intention expression system • Goal / behavior feedback system • Review (1on1) • Quarterly company-wide meetings • Disclosure of medium-term management plan • Various committee systems • Club activities, etc.
Holiday Description	Working days: 5 days a week shift work (2 days a week) * Shift work including weekends and holidays, year-end and New Year holidays, and Golden Week holidays. * Condolence leave and paid leave (can be taken in 1-day, half-day, hourly units)
Job Contract Period	full-time employee