

Job Detail

Senior Level

Position Title	[Customer Support Manager Leader] Blockchain virtual currency Bitcoin Cryptocurrency industry No.1 major Foreign nationals welcome Visa support available
Recruiter Company	Green Forest Co., Ltd.
Company Name	Company name is private
Activated / Updated	2024-04-29 / 2024-05-08
Job Type	Customer Service - Customer Support Customer Service - Other Finance/Bank/Securities/Investment - Other
Industry	
Location	Asia Japan Tokyo
Job Description	<p>As the Manager of the Customer Support Department, you will be responsible for supervising and operating the following operations.</p> <ul style="list-style-type: none"> • Management of inquiry desk • Account opening examination • Continuous customer management • Deposit and withdrawal of legal currency and crypto assets • Management of subcontractors • Various KPI management • Investigating laws and regulations, responding to inquiries and requests from authorities, industry groups, etc. • Response to official inspections
Company Info	<p>[Image of the person you are looking for]</p> <ul style="list-style-type: none"> • People who have the spirit to bring about change in the world with crypto assets (virtual currency) and blockchain • People who can sympathize with our company's mission "Make the world easier with blockchain" and our values (Passion, Execution, Number) • Those who have the ability to adapt to change • People who can define their own issues, solve them, and provide value as professionals • People who have a strong desire to learn and can catch up on their own and create jobs even in unfamiliar areas
Qualifications	<p>[Required skills/experience] Practical experience in the crypto asset exchange industry, securities companies, banks, and other financial institutions (more than 3 years)</p> <p>[Welcome skills and experience]</p> <ul style="list-style-type: none"> • Experience building operations at a financial institution • Experience in dealing with regulations and law revisions • Experience in introducing and modifying systems and tools • Knowledge and experience in the IT and Fintech industries • Investment experience in crypto assets, foreign currencies, securities, etc. • Work experience in English
English Level	Daily Conversation Level (TOEIC 475-730)
Japanese Level	Business Level(JLPT Level 2 or N2)
Salary	JPY - Japanese Yen JPY 8000K - JPY 12000K
Salary Description	Social Insurance Commuting/ Transportation Allowance Education/ Training
	Five-Day Workweek Summer Holidays Winter Holidays

Holiday Description	Refresh Holidays Paid Holidays Congratulatory or Condolence Leave Child-care Leave Sick Leave
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