

Job Detail

Staff Level

Position Title	Client Services Executive at Forex Trading Firm!
Recruiter Company	Michael Page International Japan K.K./マイケル・ページ・インターナショナル・ジャパン株式会社
Company Name	Company name is private
Activated / Updated	2024-05-02 / 2024-05-02
Job Type	Customer Service - Customer Support
Industry	Finance - Other
Location	Asia Japan Tokyo
Job Description	<p>This position will be the first point of contact supporting potential and existing clients in their day-to-day trading activities. This position will become familiar with the company's processes, products, and sales techniques per region. This is an integral position that will play a key role in the company's client acquisition and retention strategy.</p> <p>Description</p> <p>This position will be the first point of contact supporting potential and existing clients in their day-to-day trading activities. This position will become familiar with the company's processes, products, and sales techniques per region. This is an integral position that will play a key role in the company's client acquisition and retention strategy.</p> <p>Among the main responsibilities:</p> <ul style="list-style-type: none">* Support clients about their enquiries via chat, email, and phone* Directly add value to every client interaction by conveying the exciting aspects about financial markets and trading* Identify and use cross-sell and up-sell opportunities during customer interactions* Communicate regularly with other departments to stay up to date on regulatory requirements, offers, and internal processes* Keep accurate records of client communications and regularly update CRM entries and activities <p>Profile</p> <p>The Tokyo Team is looking for customer-support experienced candidates who are interested in making a career in this dynamic and fast-moving industry! Among the main requirements:</p> <ul style="list-style-type: none">* Customer Support experience in the Japan market* Interest for the industry and the opportunities it can offer* You will need to take the Futures Sales Representative (FFAJ) license upon joining* Experience of working in a fast-paced environment would be an added value* Organized and able to prioritize well with colleagues across the globe* Native level of Japanese to interact professionally with all clients* English business ability would be preferred - some cases may need to be escalated to Teams abroad <p>With some degree of flexibility about the above, if you think you have the right set of skills for the job, the company would love to hear from you.</p> <p>Job Offer</p> <ul style="list-style-type: none">* Exciting chance to work for a fast-growing global start-up organization with very ambitious plans* Opportunity to communicate with Teams located abroad* Very supportive, friendly, family-like environment

	<p>* Good career progression and internal mobility opportunities</p> <p>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.</p>
Company Info	The company is a multi-asset online brokerage firm that provides trading services.
Qualifications	<p>The Tokyo Team is looking for customer-support experienced candidates who are interested in making a career in this dynamic and fast-moving industry! Among the main requirements:</p> <ul style="list-style-type: none"> -Customer Support experience in the Japan market -Interest for the industry and the opportunities it can offer -You will need to take the Futures Sales Representative (FFAJ) license upon joining -Experience of working in a fast-paced environment would be an added value -Organized and able to prioritize well with colleagues across the globe -Native level of Japanese to interact professionally with all clients -English business ability would be preferred - some cases may need to be escalated to Teams abroad <p>With some degree of flexibility about the above, if you think you have the right set of skills for the job, the company would love to hear from you.</p>
English Level	Business Conversation Level (TOEIC 735-860)
Japanese Level	Native Level
Salary	JPY - Japanese Yen JPY 3500K - JPY 4500K