

## Job Detail

Entries Level

Position Title	Remote Customer Support Specialist at Fintech 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>The Customer Support Specialist will be involved in escalating issues that require processing inquiries and replying to e-mails that the Customer Support Center department has difficulty answering. The position may also be required to perform clerical work such as inputting information, reviewing responses made by the customer support center, and providing feedback reports essential for improvement, when problems are found in customer service.</p> <p>Description</p> <p>The Customer Support Specialist will be involved in escalating issues that require processing inquiries and replying to e-mails that the Customer Support Center department has difficulty answering from payee users. The position may also be required to perform clerical work such as inputting information, reviewing responses made by the customer support center, and providing feedback reports essential for improvement, when problems are found in customer service.</p> <p>Among the main responsibilities, you will engage in:</p> <ul style="list-style-type: none"> <li>* Handle support center escalations (B2C Customer Support) by phone or email</li> <li>* Entering information in Excel and other necessary formats</li> <li>* Providing feedback on the content obtained from customer support for improvements</li> <li>* General customer support related tasks other than the above: e.g. inputting information, reviewing responses made by the customer support center</li> </ul> <p>Profile</p> <p>The successful candidate has spirite of initiative, is passionate about the industry and about providing support and excellent Customer Service, and is eager to potentially progress with his career!</p> <p>To be able to succeed in this position, the following credentials will be important:</p> <ul style="list-style-type: none"> <li>* Customer Support experience in the Japanese market (handling inquiries, issues, problem-solving)</li> <li>* Experience in payment-related industry is a plus</li> <li>* Great communication skills used to professionally respond to customers' inquiries</li> <li>* Basic PC skills (typing, Excel, Word)</li> <li>* Fluent / Native level of Japanese with great Keigo ability</li> <li>* Good English language skills are a plus but not compulsory</li> </ul> <p>Job Offer</p>

	<ul style="list-style-type: none"> <li>* Very flexible Work From Home system (almost full remote)</li> <li>* Very diverse company and international company</li> <li>* Exciting chance to work for a fast-growing organization</li> <li>* Performance-based promotional system (not based on Seniority)</li> </ul> <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	Our client is a very diverse and fast-growing Fintech organization in the buy-now-pay-later business.
Qualifications	<p>The successful candidate has spirit of initiative, is passionate about the industry and about providing support and excellent Customer Service, and is eager to potentially progress with his career!</p> <p>To be able to succeed in this position, the following credentials will be important:</p> <ul style="list-style-type: none"> <li>-Customer Support experience in the Japanese market (handling inquiries, issues, problem-solving)</li> <li>-Experience in payment-related industry is a plus</li> <li>-Great communication skills used to professionally respond to customers' inquiries</li> <li>-Basic PC skills (typing, Excel, Word)</li> <li>-Fluent / Native level of Japanese with great Keigo ability</li> <li>-Good English language skills are a plus but not compulsory</li> </ul>
English Level	Daily Conversation Level (TOEIC 475-730)
Japanese Level	Native Level
Salary	JPY - Japanese Yen JPY 3000K - JPY 4000K