

Job Detail

Staff Level

Position Title	(Remote) Customer Support Specialist at Fintech!
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 handling escalated cases from BPO center. 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 handling escalated cases from BPO center. 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"> * Handle support center escalations (B2C Customer Support) by phone or email * Entering information in Excel and other necessary formats * Providing feedback on the content obtained from customer support for improvements * General customer support related tasks other than the above: e.g. inputting information, reviewing responses made by the customer support center <p>Profile</p> <p>The successful candidate has spirit of initiative, is passionate about the industry and about providing excellent Customer Service, and is eager to potentially progress with their career!</p> <p>To be able to succeed in this position, the following credentials will be important:</p> <ul style="list-style-type: none"> * Customer Support experience at a financial institution * Experience in payment-related industry would be a plus * Great communication skills used to professionally respond to customers' inquiries * Basic PC skills (typing, Excel, Word) * Native level of Japanese with great Keigo ability <p>Job Offer</p> <ul style="list-style-type: none"> * Very flexible Work From Home system (almost full remote) * Very diverse and international company * Performance-based promotional system (not based on Seniority)

	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.
Company Info	Our client is a very 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 excellent Customer Service, and is eager to potentially progress with their career!</p> <p>To be able to succeed in this position, the following credentials will be important:</p> <ul style="list-style-type: none"> -Customer Support experience at a financial institution -Experience in payment-related industry would be a plus -Great communication skills used to professionally respond to customers' inquiries -Basic PC skills (typing, Excel, Word) -Native level of Japanese with great Keigo ability
English Level	Daily Conversation Level (TOEIC 475-730)
Japanese Level	Native Level
Salary	JPY - Japanese Yen JPY 3500K - JPY 4000K