

Job Detail

Staff Level

Position Title	Customer Support Representative - Financial Services 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	2024-05-01 / 2024-05-01
Job Type	Customer Service - Customer Support
Industry	Finance - Other
Location	Asia Japan Tokyo
Job Description	<p>As the Customer Support Representative, you will respond to institutional clients inquiries/subscribers of the company's institutional software products. You will combine a thorough understanding of the products, investment knowledge, and a strong dedication to the clients to help maximize their returns on investments.</p> <p>Description</p> <p>As the Customer Support Representative, you will respond to institutional clients inquiries/subscribers of the company's institutional software products. You will combine a thorough understanding of the products, investment knowledge, and a strong dedication to the clients to help maximize their returns on investments.</p> <p>Among the main responsibilities:</p> <ul style="list-style-type: none">* Proactively build effective client relationships, including the ability to anticipate and listen to clients' needs, as well as coordinate and resolve data, functional, and technical issues when needed* Coordinate with technology and product management teams to refine existing client solutions* Maintain a thorough understanding about company's data, research and technology solutions to best guide and advise clients in their interaction with the company solutions.* Work closely with global data & product teams to ensure efficient delivery of new or existing data sets & product capabilities to clients <p>Profile</p> <p>The Tokyo Client Support Team is looking for an experienced candidates with client support experience and good knowledge of the financial services industry. Among the main requirements:</p> <ul style="list-style-type: none">* Customer oriented candidate with client service / support experience, and strong presentation and professional communication skills* Ability to develop strong internal and external partnerships and relationships; take a collaborative approach; and work effectively across different business areas and department* Developing knowledge of the investment and competition; and market trends impacting the company's clients* Great command of spoken and written English (to report outside of Japan)* Native command of spoken and written Japanese language <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">* Great career path with internal mobility opportunities* Excellent exposure to the business and chance to refine client support skills in

	<p>the field</p> <p>* Very flexible work environment and good work-life balance</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	Global financial services company that provides investment research and investment management services.
Qualifications	<p>The Tokyo Client Support Team is looking for an experienced candidates with client support experience and good knowledge of the financial services industry. Among the main requirements:</p> <ul style="list-style-type: none"> • Customer oriented candidate with client service / support experience, and strong presentation and professional communication skills • Ability to develop strong internal and external partnerships and relationships; take a collaborative approach; and work effectively across different business areas and department • Developing knowledge of the investment and competition; and market trends impacting the company's clients • Great command of spoken and written English (to report outside of Japan) • Native command of spoken and written Japanese language <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 4500K - JPY 6000K