

Customer Support Associate (1-year FTC)

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Company: Wise

Location: Japan

Category: other-general

Job Description

We're looking for Customer Support Agents who have an excellent command of both Japanese and English to join our growing team in **Tokyo on a 1-year Full Time Contract (FTC), starting on 17th June 2024 to 16th June 2025**. This role is a unique opportunity to have an impact on Wise's mission in helping our customers have a great experience when using Wise.

Your mission:

Wise has already pioneered new ways for people to transfer money across borders and currencies. Our customers can also manage their hard-earned money with the world's first platform to offer true. Your mission is to bring about the best experience possible with our products, via email, phone and chat.

The role will give you the opportunity to:

Help customers have the best experience possible with our product working across email, phone and chat

Be flexible working during business hours but sometimes covering an early morning, evening or weekend shift (You will be taking other hours/days off for these shifts)

Go above and beyond the call of duty: work with less supervision and solve complex problems working with other teams

Qualifications

About you:

You:

Hold Japanese citizenship, Permanent Residency or Child/Spouse of Japanese Citizen

Visa(please note we cannot support some Visas for this role)

Have **excellent verbal and written English and Japanese skills**(If Japanese is your second language, JLPT N1 required)

Are flexible and open to taking weekend shifts.

Have a razor sharp attention to detail. Can multitask and take responsibility in challenging situations.

You hustle. And hard.

Ideally have worked in customer support/ service before, but don't worry if you haven't. We're willing to work with the right person as long as they're passionate and always striving to give a great customer experience.

Additional Information

How we work:

We work differently and we're proud of it. As part of our support team, you'll play a key role in helping our customers have a great experience with Wise.

You'll also be the link between our customers and teams, helping our product teams identify areas for improvement.

You'll be expected to talk to our Japanese customers in a local business manner, but also help other region's customers in English. Our colleagues in the Tokyo office have agents with various backgrounds, nationalities and work professionally with their bicultural knowledge.

There's no script and no hand holding and we trust each other to get stuff done.

At Wise you'll have the opportunity to have real impact.

This is not your average customer service job.

Interested? Check out to find out more about life in our Customer Support team.

NOTE: Please make sure your applications are submitted in English, as this is our working language.

Office:Nihonbashi, Tokyo

Key Benefits:

Annual salary of 5,250,000 JPY (gross)

Hybrid working - 3 days in the office, 2 days flexible

Medical insurance

Annual medical check

Weekly team lunches

A fun work environment with social activities and events

The opportunity to work with super smart, curious people

For everyone, everywhere. We're people building money without borders — without judgement or prejudice, too. We believe teams are strongest when they are diverse, equitable and inclusive.

We're proud to have a truly international team, and we celebrate our differences.

Inclusive teams help us live our values and make sure every Wiser feels respected, empowered to contribute towards our mission and able to progress in their careers.

If you want to find out more about what it's like to work at Wise visit .

Keep up to date with life at Wise by following us on and .

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