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Enterprise Customer Success Manager

Drive success with top global clients

Job Information

Recruiter

Michael Page

Hiring Company

A leading global digital intelligence company

Job ID

1557669

Division

Sales

Industry

Digital Marketing

Company Type

Small/Medium Company (300 employees or less) - International Company

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

9 million yen ~ 13 million yen

Refreshed

January 27th, 2026 16:00

General Requirements

Minimum Experience Level

Over 3 years

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

Native

Minimum Education Level

Bachelor's Degree

Visa Status

Permission to work in Japan required

Job Description

A global leader in digital intelligence is seeking an **Enterprise Customer Success Manager** to join its Tokyo office. The company's solutions are used by some of the largest names in technology, e-commerce, and consumer goods. By providing unique insights into the online landscape, the organization empowers businesses to make smarter, data-driven decisions that transform their digital strategies.

The Enterprise Customer Success Manager will play a critical role in supporting top enterprise clients, ensuring they achieve

measurable value and long-term success with the platform.

Key Responsibilities

- Act as the **primary point of contact** for enterprise clients in Japan.
- Lead **onboarding, training, and adoption initiatives** to drive client engagement and retention.
- Serve as a **trusted advisor**, providing consultative guidance and actionable insights.
- Build and maintain strong long-term customer relationships, driving **renewals and account growth**.
- Proactively **identify risks of churn** and implement strategies to mitigate them.
- Discover and support **upsell opportunities** in collaboration with internal teams.
- Develop **deep expertise** across all product solutions.

Why This Opportunity Stands Out

- The chance to work with a **market-leading product** trusted worldwide.
- An open, collaborative culture that encourages employees to **share ideas and innovate**.
- **Competitive compensation and benefits**, with hybrid work flexibility and strong team culture.
- Clear opportunities for **career growth and internal mobility**, supported by coaching and ongoing learning programs.
- A workplace committed to **diversity and inclusion**, where employees are encouraged to bring their authentic selves to work.

エンタープライズ カスタマーサクセスマネージャー（東京勤務）

世界をリードするデジタルインテリジェンス企業が、東京オフィスでエンタープライズ カスタマーサクセスマネージャーを募集しています。同社のソリューションは、テクノロジー、EC、消費財業界の大手企業を含め、企業のデジタル戦略の変革を支えています。

本ポジションでは、日本の主要顧客に対して、オンボーディングや利用促進を通じて価値を提供し、長期的なパートナーシップを構築していただきます

Required Skills

- Minimum of **3 years' experience** in customer success, preferably in SaaS, with proven planning and execution skills.
- At least **3 years' experience** in digital marketing (SEO, PPC, media planning, or analytics).
- Strong **relationship-building and consultative skills**.
- Excellent **presentation and storytelling abilities**, particularly when analyzing and communicating data.
- Native-level **Japanese** and business-level **English**.
- Self-driven, proactive, and results-oriented, with a collaborative approach.

応募条件:

- SaaS企業でのカスタマーサクセス経験3年以上
- デジタルマーケティング分野での分析・コンサル経験3年以上
- 日本語ネイティブ、英語での業務対応力
- 自発的・成果志向・チームプレイヤー

Company Description