



Customer Onboarding Coordinator - Japanese Speaker

Job Information

Hiring Company[EcoVadis](#)**Job ID**

1557978

Industry

Software

Company Type

Large Company (more than 300 employees) - International Company

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

5.5 million yen ~ 6.5 million yen

Salary Bonuses

Bonuses paid on top of indicated salary.

Refreshed

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General Requirements

Minimum Experience Level

Over 3 years

Career Level

Entry Level

Minimum English Level

Fluent (Amount Used: English usage about 50%)

Minimum Japanese Level

Native

Minimum Education Level

Bachelor's Degree

Visa Status

Permission to work in Japan required

Job Description

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We are looking for a Customer Onboarding Coordinator to join our team! In this position, we are looking for an individual that can support customers throughout the Japan region. Fluency in English and Japanese is required, with proficiency in additional languages considered an advantage.

Being a successful Customer Onboarding Coordinator requires strong project management skills. The candidate should be a confident presenter and have a strong appetite for strategy consulting work. EcoVadis' works with complex procurement organizations and related customer specific hurdles and opportunities should be considered at every stage of the program.

Your responsibilities will include (but will not be limited to):

- Collaborate with and support up to three Customer Onboarding Managers to ensure effective deployment of the onboarding program to a joint portfolio of accounts
- Manage a combination of customer facing and non-customer facing operational responsibilities for your joint portfolio of customers

Operational Deployment and Coordination

- Operational responsibilities examples include:
 - Technical: Set up, configuration and oversight of key platform functionalities, Coordination and set up of communication package (first four weeks of client onboarding)
 - Research: Account insights and plans, Consolidation & organization of account data points (e.g. program organizational chart, supplier vendor master, process descriptions)
 - Analytical: Data analysis & reporting, Supplier mapping, Supplier prioritization preparation and first-level analysis (e.g. combination of excel and/or EcoVadis Network Accelerator and/or IQ), Industry and other benchmark analysis (e.g. combination of Excel and/or Tableau)
 - Project management: Coordination of various tasks to ensure tasks and milestones set for onboarding program success are delivered successfully and on time, including oversight of internal onboarding specific KPIs (e.g. Time To Value (TTV), Net Promoter Score (NPS), adoption metrics)

Customer Success & Account Support

- Preparation and/or delivery of presentations both independently and/or in a supporting role using a mix of templates and ad-hoc additions aligned with customer needs, examples include:
 - Delivery of the customer stakeholder information and adoption training sessions (Buyer Kick Off, Platform Training)
 - Delivery of the Ratings and/or IQ platform training sessions from a user/use case perspective
 - Delivery of the supplier prioritization session applying the prioritization tool
- Establish and maintain customer relationships both proactively and reactively (For example, responding to incoming requests, resolving user issues, documenting actions)
- Liaise between customer and other EcoVadis departments as needed (Analysts, Operations, Product) to solve customer challenges and find solutions within reasonable deadlines
- Support and build advocacy among customer organization, including program team, champions, and key-end users (e.g. buyers) by delivering exceptional customer support

Other:

- Lead and/or contribute to internal projects contributing to the formalization and standardization of account onboarding processes with a positive impact on team efficiency and quality
- Teamwork and best practices sharing to contribute to the development of EcoVadis service and to maintain a positive and motivating atmosphere

Required Skills

Qualifications

3+ years experience in fields such as customer success/support, procurement or supply chain, consulting with experience in project management

- Basic knowledge of procurement systems, processes and trends
- Excellent Excel and data analytical skills, basic experience with Tableau, Salesforce, etc.; fast-learner
- Self-driven, results-oriented and team player with strong verbal and written communication skills and confidence in creating and delivering customer-facing presentations
- Ideally experience in an international and multicultural environment, thriving in a fast paced environment
- Commitment and passionate for sustainability
- Fluent, professional Japanese (spoken and written - JLPT N1 or equivalent is required) and English is a must. Additional language fluency is considered an advantage.
- Bachelor's Degree required ideally in a related field (Supply Chain, Procurement, Sustainability, etc.)

Company Description