

Media and Account Coordinator

Job Information

Hiring Company[West Entertainment](#)**Job ID**

1568841

Industry

Other

Job Type

Permanent Full-time

Location

Japan

Salary

Negotiable, based on experience

Refreshed

December 12th, 2025 16:42

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

No permission to work in Japan required

Job Description

Introduction

West Entertainment is a full-service lab, CSP, and creative agency. We have brought together one of the most dynamic teams in the industry, with a strong focus on our Airline and Distributor partners. We are committed to returning integrity and style to our clients through innovation, hard work, strategic and transparent pricing models, strong relationships, and a deep understanding of our customers' needs.

Job Overview

We are seeking a **Media and Account Coordinator** to play a vital role in our Content Service Provider division. In this role, you will ensure the seamless execution of media-related tasks—from content management to media distribution. This position requires meticulous attention to detail, native-level Japanese skills, strong English communication, and the ability to collaborate with multiple teams to meet deadlines and deliver high-quality services.

If you are passionate about the entertainment industry and excel at driving operational efficiency, we'd love to meet you.

Key Responsibilities**Media & Account Coordination**

- Collaborate with Airline Account Management, Operations teams, distributors, and the technical lab to oversee all media asset deliverables for airline clients.

- Liaise with Japanese content owners to ensure all available content is accurately entered into the WebyWest CMS, including metadata, copyright information, images, and other media deliverables.
- Manage all translations for Japanese content with a translation vendor, including copywriting and quality control.
- Coordinate with Japanese content owners for final approval of all translations and metadata for airline clients.
- Organize and catalogue media files, ensuring accurate metadata tagging, version control, and language control.
- Coordinate with the Image Manager to ensure timely delivery of images for all touchpoints, including GUI, magazines, microsites, and apps.
- Assist the Airline Account Manager with monthly language requirements from studios and labs.

Quality Control

- Manage communication with labs and post-production teams to resolve issues or discrepancies in deliverables.
- Monitor and report on media asset status and compliance.
- Ensure all image deliverables meet required standards.
- Produce accurate and timely reports for all stakeholders.

Media Distribution

- Coordinate the distribution of media assets to airline clients and their technical labs.
- Ensure timely delivery of content and troubleshoot distribution issues.
- Track distribution schedules and maintain delivery records.
- Manage direct metadata uploads to the WebyWest CMS and coordinate additional requirements as needed.

Operational Support

- Assist in developing and optimizing media workflows and processes.
- Collaborate with account managers, editors, and technical staff to streamline operations.
- Support special projects and initiatives as needed.

Reporting & Documentation

- Update daily client grids with the latest deliveries.
- Maintain comprehensive documentation of workflows, processes, and best practices.
- Identify opportunities for process improvements and recommend solutions.

Compliance & Rights Management

- Ensure compliance with copyright and licensing agreements for all media assets.

Other Duties

- Participate in the screening of films and TV content as part of the West screening team.

Required Skills

Qualifications

- Proven experience in media operations or a related role within the entertainment industry.
- **Native Japanese** and **fluent English** required.
- Strong knowledge of media asset management systems and tools.
- Proficiency in media specifications.
- Exceptional organizational skills and attention to detail.

- Excellent communication and interpersonal abilities.
- Ability to multitask and prioritize in a fast-paced environment.
- Strong problem-solving skills and a proactive mindset.
- Familiarity with digital distribution platforms and industry trends is a plus.

Additional Information

- This is a **remote** position.
- Preferred location: **Tokyo, Japan**, though candidates in the same time zone are welcome to apply.

Company Description