



Customer Success Project Manager

Job Information

Hiring Companysmartims.com**Job ID**

1581735

Industry

IT Consulting

Job Type

Permanent Full-time

Location

Tokyo - Other Areas

Salary

7 million yen ~ 11 million yen

Refreshed

June 15th, 2026 05:00

General Requirements

Minimum Experience Level

Over 6 years

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

Fluent

Minimum Education Level

Bachelor's Degree

Visa Status

Permission to work in Japan required

Job Description

To achieve sustainable success for over 100 client companies, you will be involved in the following initiatives:

- 1) Continuous Success Plans to Achieve Customer Success: We will develop action plans tailored to each client's growth stage and business goals. By regularly conducting usage interviews and analyzing business improvement status, you will communicate closely with the development and sales teams to propose operational improvements and new function utilization.
- 2) Improving customer satisfaction You will gain a deep understanding of customer needs, accurately identify issues, and propose appropriate solutions. You will also support the creation of opportunities to stimulate interaction between customers, contributing to the creation of new value that goes beyond simply providing services.
- 3) Promoting upselling and cross-selling You will propose optimal optional services to solve new customer issues. Furthermore, you will actively promote the horizontal expansion of services to other departments and business operations, deepening relationships with customers. Specific

Work Duties:

- Meeting with enterprise accounting and IT departments
- Problem analysis and solutions based on post-launch business improvement interviews
- Service environment setup (administrator settings, simple script development)
- Planning, preparing, and running user meetings, webinars, and NPS surveys

Upselling and cross-selling proposals to promote customer business improvements

- [Scope of Change] Possible transfer to any department within the company

Required Skills

- Experience managing system construction projects (regardless of project size): Skills to smoothly progress projects when implementing enterprise-scale services, including coordinating with multiple stakeholders, risk management, and progress management.
- Customer service and communication skills: Communication skills to smoothly collaborate with enterprise customers, partner companies, and related internal departments, hear their needs, and share the situation.
- Problem-solving and improvement proposal skills: Flexible problem-solving and creativity to accurately grasp technical and business issues that arise in the process of using the service and propose improvements and new features.
- Minimum required IT skills and experience: Understanding of IT terminology, simple SQL execution, API execution, JavaScript development (inexperienced but willing to learn is acceptable) • Native-level communication skills in Japanese (for clear communication with customers)

Company Description