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## Junior Project/Product Manager

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### Job Information

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**Recruiter**

SThree K.K.

**Job ID**

1594690

**Industry**

Internet, Web Services

**Company Type**

Large Company (more than 300 employees) - International Company

**Non-Japanese Ratio**

About half Japanese

**Job Type**

Permanent Full-time

**Location**

Tokyo - 23 Wards

**Salary**

2.5 million yen ~ 6 million yen

**Refreshed**

June 15th, 2026 01:00

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### General Requirements

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**Minimum Experience Level**

Over 1 year

**Career Level**

Entry Level

**Minimum English Level**

Daily Conversation (Amount Used: English usage about 50%)

**Minimum Japanese Level**

Business Level

**Minimum Education Level**

Associate Degree/Diploma

**Visa Status**

Permission to work in Japan required

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### Job Description

As a Junior Project Manager you will play a pivotal role in supporting one of Japan's most widely used loyalty programs. You will lead client onboarding, manage inquiries, and act as a trusted partner for clients to ensure smooth adoption and ongoing success on the Coupon Platform.

This role combines customer engagement, technical understanding, and cross-functional collaboration, offering an excellent opportunity to grow within a dynamic and technology-driven environment.

**Key Responsibilities**

- Define business requirements and understand client needs to ensure smooth and timely onboarding onto the Coupon Platform.
- Manage technical client inquiries in compliance with established Service Level Objectives (SLOs).
- Act as the primary liaison between clients and internal product/development teams during incidents, issues, and escalations, owning all client communications.
- Conduct a wide range of client support activities, including onboarding assistance, configuration guidance, and issue resolution.
- Maintain deep knowledge of the Coupon Platform's features and specifications to effectively advise and support clients.
- Improve and standardize internal client support processes to increase operational efficiency.
- Create, maintain, and enhance client-facing and internal support documentation.
- Contribute to team KPIs and provide regular updates on project and operational progress.

- Collect and relay client feedback to product and development teams to drive continuous improvement.
  - Expand knowledge of other ecosystem products and identify cross-selling opportunities.
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## Required Skills

- Bachelor's degree in Computer Science, Engineering, or a related field (preferred but not mandatory).
  - 2+ years of experience in Product Management or Project Management within the technology industry (preferred but not mandatory).
  - Experience working with, or the ability to quickly learn, complex technical platforms and product specifications.
  - Hands-on experience managing customer support or Client Support activities such as onboarding, inquiry handling, system configuration, and troubleshooting.
  - Strong product- and customer-focused mindset with a proactive approach to problem-solving.
  - English is necessary but not mandatory (日本語だけでも大丈夫です！)
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## Company Description