

Junior Project/Product Manager

Job Information

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 1st, 2026 10:32

General Requirements

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

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