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
November 2nd, 2026 03:00

General Requirements

Minimum Experience Level
Over 1 year

Career Level
Entry Level

Minimum English Level
Daily Conversation Level (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.

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.
• Engish is necessary but not mandatory (日本語だけも大丈夫です！)

Company Description