

## Business Analyst (Onboarding)

### Technical Onboarding Specialist

#### Job Information

**Recruiter**

SThree K.K.

**Job ID**

1596957

**Industry**

Internet, Web Services

**Job Type**

Permanent Full-time

**Location**

Tokyo - 23 Wards

**Salary**

4.5 million yen ~ 6.5 million yen

**Refreshed**

June 11th, 2026 19:19

#### General Requirements

**Career Level**

Mid Career

**Minimum English Level**

Fluent

**Minimum Japanese Level**

Fluent

**Minimum Education Level**

Bachelor's Degree

**Visa Status**

No permission to work in Japan required

#### Job Description

Project Manager (Onboarding Specialist) JD

**【 Position Outline 】**

As a Customer Success member in Coupon Platform Team, you will be expected to manage and execute client onboarding, handle client inquiries along with other client support activities for our most popular loyalty program in Japan.

**【 Responsibilities 】**

- Define business requirements and understand clients' needs to ensure smooth/timely client onboarding on to Coupon Platform
- Manage technical client inquiries by respecting our SLO
- Be a liaison and coordinate with product/dev team for incidents, issues, etc. Be responsible for all client communication - Perform other necessary client support activities
- Learn/keep up-to-date with Coupon Platform's features and specifications to be able to guide clients appropriately
- Improve/standardize internal client support processes to enhance operational efficiency
- Create/improve client support documentation
- Contribute to Team KPIs, report on project progress
- Collect/relay client feedback to product/dev team to continuously improve our products
- Learn about other tech products in our ecosystem and develop cross-selling strategies and opportunities

**Required Skills:**

- Bachelor's degree (BS) in Computer Science, Engineering or related field (not mandatory but preferred!)
- 2+ years of Product or Project Management experience in the Tech industry

- Experience working with or ability to learn detailed specification of Tech platforms/products
- Experience managing various client support activities, including but not limited to onboarding, inquiry handling, system configuration, troubleshooting
- Product and customer-oriented mindset

Desired Skills:

- Previous working experience as a Customer Success Manager (CSM)
- Experience working with Jira and Confluence
- Experience working with Zendesk and CRM tools (e.g. Salesforce)
- Passionate to learn new technologies and standards -Sales/marketing experience

Languages:

English: Business

Japanese: Business

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## Company Description

Hi everyone, currently hiring candidates for this specific position~  
Please take a look at the job description and apply!