



フルリモートEN-JA Lead Multimedia Content Reviewer日本全国のどこからでも仕事できる

グローバルな言語サービスのリーディングカンパニー

Job Information

Hiring Company

[Welocalize Japan K.K.](#)

Job ID

1600059

Industry

Interpretation, Translation

Company Type

Large Company (more than 300 employees) - International Company

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards, Chiyoda-ku

Salary

5 million yen ~ 7 million yen

Work Hours

8 hours Mon-Fir, which flex hours

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June 26th, 2026 17:34

General Requirements

Minimum Experience Level

Over 3 years

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

Native

Minimum Education Level

Bachelor's Degree

Visa Status

Permission to work in Japan required

Job Description

MAIN PURPOSE OF JOB

In this exciting position, the Multimedia Content Lead Reviewer will be writing and reviewing linguistic content in Japanese which they have a native level proficiency to ensure the highest quality of accuracy for customers using the world's foremost multimedia platforms. With time the Multimedia Content Lead Reviewer will become the cultural ambassador for their language market and will be expected to produce fully localized content and flag potential cultural issues with content types, wording and articulate suggestions to make all content appropriate and relevant for the target markets.

The ideal candidate possesses a background in journalism or similar, has proven creative writing skills, and a keen attention to detail. In addition to that, we're seeking candidates that are passionate about music, film and tech and have a knack for iOS and Mac OS devices. Knowledge of Smartling is a plus.

MAIN DUTIES

The following is a non-exhaustive list of responsibilities and areas of ownership for this role:

Linguistic tasks

- Editing and proofreading content to ensure accuracy, ensuring it meets the provided standards
- Creative writing of marketing content to engage customers
- Proofreading and copy editing of storefront descriptions
- Report any patterns of issues observed to help improve database and product performance
- Test tools to provide feedback for improving efficiency and accuracy
- Performs translations as needed
- Performs review tasks as required

Quality management planning and execution

- Works closely with the Welocalize Quality Department to monitor the overall linguistic quality and quality planning for the account
- Helps define and quality expectations per language (may be in collaboration with the client)
- Supports the Quality Department in performing RCAs (root cause analysis) and designing corrective actions as necessary
- Ensures language level quality oversight by KPI tracking and status reporting
- Plans, performs and tracks LQAs, if applicable
- Drives the arbitration process

Client engagement

- Joins calls with the client's linguistic teams to discuss quality and strategy (including corrections, requirements, clarify any misunderstandings/unclear corrections or requirements) and takes the lead on linguistic issues discussed
- Documents meetings with client and follows up with linguists to make sure everybody is aligned
- Liaison between the client and the broader Welocalize linguistic team
- Ensures the client's feedback is implemented
- Performs direct reviews with client's SMEs, where applicable

Manages linguistic assets

- Creates and maintains linguistic assets
- Maintains client facing documentation
- Communicates asset updates to linguistic team

Coordinates the linguistic team

- Reviews copy/loc and gives feedback to the linguists; communicates feedback received from reviewers and client's Language Leads
- Support linguists in understanding corrections resulting from the arbitration process

- Acts as liaison for terminology, style issues, product features & questions
 - Responds to content reviewers' queries
 - Supports linguists in asking any questions during production and escalates to Welocalize and/or the client as needed
 - Profile matching and assigning work/content types to the linguistic team
 - Guide the linguistic team into identifying the root causes of issues and determining actions for improvement
 - Supports the onboarding of new linguists (when applicable)
 - Reviews and evaluates language tests of potential candidates
 - Identifies linguistic-specific training needs for their locale; creates, maintains, and delivers the linguistic training program
 - Coaches and mentors linguists
 - Identifies challenges and underperformance and makes recommendations regarding dispatching tasks; flags to Quality/Engagement Manager if linguists need to be replaced
 - Identifies and highlights workload or workflow issues and provides solutions to the Welocalize team
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Required Skills

REQUIREMENTS

Education Level

- University degree or equivalent combination of education and experience

Experience

- 4+ years of experience in translation/localization, or in reviewing, copywriting, creative writing or equivalent experience
 - **Native Level fluency in Japanese and fluent in English**
 - Thorough understanding of the localization process.
 - Good user experience of standard software, such as Windows and Office applications.
 - Ability to work with tight deadlines.
 - Ability to give clear, concise and constructive feedback.
 - Ability to effectively present information and respond to questions from groups of managers, clients, customers, linguists
 - Ability and willingness to train/teach others and pass on knowledge.
 - Ability, willingness and experience in communicating positively with customers at various levels
 - Ability to work within a virtual team
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Company Description