

Producer

Client Specialist

Job Information

Recruiter

SThree K.K.

Job ID

1602272

Industry

Internet, Web Services

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

4.5 million yen ~ 6.5 million yen

Refreshed

August 10th, 2026 06:00

General Requirements

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

Business Level

Minimum Education Level

Bachelor's Degree

Visa Status

Permission to work in Japan required

Job Description

POSITION OUTLINE

We are looking for an organised and proactive Project/ Product Manager to join our PM section. This is a role focuses on managing projects, meetings, and events - with a clear growth path toward independent project management.

RESPONSIBILITIES

- Define business requirements and understand client's needs
- Ensure smooth/timely client onboarding on to our tech products
- Manage technical client inquiries by respecting our SLO
- Troubleshoot/coordinate with Development Team or QA Team when issues arise
- Perform other necessary client support activities
- Learn/keep up-to-date with tech product's features and specifications to be able to guide clients accordingly
- Improve/standardise client support processes to enhance operational efficiency
- Create/improve client support documentation
- Cross-functional collaboration/stakeholder management of various teams
- Collect/share client feedback to product teams to continuously improve our products
- Contribute to Team KPIs, report on project progress
- Discover opportunities to cross-sell tech products to existing clients

REQUIREMENTS

- 3+ 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, creating document specifications, and managing both client and developers.
- Product-oriented mindset
- Excellent communication skills in English and Japanese

NICE TO HAVE

- Experience working with Jira and Confluence
- Experience working with Zendesk and Salesforce or other CRM tools
- Passionate to learn new technologies and standards

LANGUAGES

Japanese: Business - Native Level

English: Business - Native Level

Company Description

Hi All, I'm currently looking for Junior Project or Product Managers who wants to develop their career further!

Please click on the job title below to view the Job Description and apply to it.