Assistant Service Delivery Manager

Global Team | 2Days WFH | Payroll Expert

Job Information

Hiring Company
i-Admin Japan K.K.

Job ID
1605468

Division
Service Delivery

Industry
Other (Consulting and Professional Services)

Company Type
International Company

Job Type
Permanent Full-time

Location
Tokyo - 23 Wards

Salary
6 million yen ~ Negotiable, based on experience

Work Hours
9:30am ~ 6:30pm JST (Flex Time Possible)

Holidays
In accordance with company regulations

Refreshed
November 10th, 2026 11:00

General Requirements

Minimum Experience Level
Over 3 years

Career Level
Mid Career

Minimum English Level
Daily Conversation Level (Amount Used: English usage about 25%)

Minimum Japanese Level
Native Level

Minimum Education Level
Bachelor's Degree

Visa Status
Permission to work in Japan required

Job Description

≪Job Description & Position Highlights≫

- You will be responsible for providing client services, primarily focusing on year-end tax adjustments, as well as payroll

processing and handling tax and social insurance matters.
- You will be able to leverage your expertise in year-end tax adjustments to support clients in accurately managing their payroll and tax operations.
- You will have the opportunity to enhance your management skills and professional expertise through client interactions and team leadership.
- You will collaborate with international team members in a global environment and contribute to operational improvements and service quality enhancement.

【Job Responsibilities】
We are seeking an experienced payroll professional to join our Japan team as an Assistant Manager.
This role will take a lead position in delivering Year-End Tax Adjustment (年末調整) services to our corporate clients, while also supporting monthly payroll operations a. You will bring deep technical knowledge, a commitment to accuracy, and the ability to coordinate effectively across internal teams and external partners.

< Key Responsibilities >

- Lead the end-to-end delivery of Year-End Tax Adjustment services, ensuring accuracy, compliance, and timely completion for our clients.
- Serve as a subject matter expert on Japanese payroll and YETA, with particular depth in complex deduction areas such as housing loan deductions, expertise in elTax and YETA validations
- Support monthly payroll processing activities to maintain service quality and meet client timelines.
- Act as a trusted client advisor, handling inquiries related to payroll, tax, and social insurance with professionalism and clarity.
- Coordinate with external tax accountants and other professional advisors as needed.
- Assist in building and supervising a small local service team, including temporary staff during peak periods.
- Work collaboratively with remote and international colleagues to drive process improvements and service excellence.
- Monitor regulatory changes and advise management on necessary actions to maintain compliance.

< Reporting Manager >
Service Delivery Manager

【Employment Type】
Permanent Full-Time

【Salary】
6 Million ~ Negotiable (based on experience and background)

【Working Hours】
9:30am ~ 6:30pm JST (Flex Time Possible)

【Work Location】
Tokyo, Japan

【Holidays & Leave】
In accordance with company regulations

【Benefits & Welfare】
In accordance with company regulations

Required Skills

【Requirements】

- A bachelor degree (those with business, management, accounting, payroll etc degrees are especially encouraged to apply)
- 3+ years of payroll, HR, or compensation & benefits experience in an international business environment, including substantive responsibility for Year-End Tax Adjustment.
- Deep working knowledge of Japanese payroll legislation, withholding tax, and social insurance.
- Native-level Japanese and basic communication in spoken & written English
- Knowledge in Bugyo Cloud Group Shared Model is an added advantage
- Proficiency in Microsoft Excel
- Experience coordinating or supervising a small team.
- Strong interpersonal and client communication skills.
- Comfortable working in a cross-border, matrix environment.
- Detail-oriented and committed to maintaining high standards of service quality.
- Ability to work in a fast-paced environment

Company Description