



Merchant Success / Customer Success - Sales Division

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Job Information

Recruiter

PROGRE Ltd

Hiring Company

EC領域のテクノロジーカンパニー

Job ID

1609104

Industry

Internet, Web Services

Company Type

Small/Medium Company (300 employees or less)

Non-Japanese Ratio

About half Japanese

Job Type

Permanent Full-time

Location

Japan

Salary

4 million yen ~ 8 million yen

Refreshed

August 21st, 2026 15:06

General Requirements

Minimum Experience Level

Over 3 years

Career Level

Mid Career

Minimum English Level

Business Level (Amount Used: English usage about 75%)

Minimum Japanese Level

Daily Conversation

Minimum Education Level

Technical/Vocational College

Visa Status

Permission to work in Japan required

Job Description

- Try Before You Buy, Delivery Tracking, Order Cancellation, Returns & Exchanges.

We are now accelerating our expansion into overseas markets, and it is moving faster than we expected. We have already signed multiple merchants outside Japan, and we are getting strong traction. That success creates an immediate need: every merchant we sign has to be onboarded, supported, and helped to actually get results from our products. Without a dedicated team on that, growth stalls at the point of contract.

This is why we are hiring a Merchant Success professional (we use "Merchant Success" rather than "Customer Success") to take ownership of that work - running onboarding, driving day-to-day adoption, and making our merchants successful.

You will be joining early enough to shape how Recustomer's merchant success function works internationally, rather than inheriting a playbook someone else wrote.

■ Mission & Responsibilities

Your mission is to drive merchant success by maximizing their revenue and minimizing operating costs. As a result, Recustomer naturally becomes an indispensable partner they choose to stay with.

What you'll do:

- Own onboarding for new merchants: initial configuration, operational workflow design, and getting them live
- Run ongoing operational support and drive adoption after launch
- Provide consultative support to lift utilization and grow the share of transactions settled through products like Try Before You Buy (TBYB)
- Handle contract renewals, and identify upsell and cross-sell opportunities
- Analyze usage and retention data, and drive KPI improvement
- Work with Sales, PMM, and Product to turn merchant feedback into shipped features

Note: This is an individual contributor role with no management responsibilities.

■ Why This Role Is Exciting

1. Build the international merchant success function
Overseas expansion is a company priority, not a side project. You will be the person defining how we onboard and support merchants in these markets - the processes, the materials, the standards.
2. Exceptional development speed means your feedback ships
Recustomer has won the Findy Team+ Award two years running and deploys five times a day. Urgent merchant requests and bug reports you raise can ship as features the following week. You will rarely have to tell a merchant "that's not possible."
3. Growth consulting, not defensive support
Our payment features, like TBYB, directly boost GMV for our merchants. Your role is not defensive customer service but growth consulting - driving transaction volume to expand your merchants' top line.
4. One team with engineering
Under our CTO's leadership, the engineering team views feedback from customer success as a catalyst for growth, not a burden. Here, product development and business strategy move in perfect alignment.

Required Skills

必須スキル

Experience in any of the following:

- Customer Success experience with a B2B SaaS product
- B2B sales experience in the e-commerce, retail, or apparel industry, or hands-on operational experience on the business side (e-commerce operations, consulting, etc.)
- B2B sales or account management experience conducted in English

Business-level English is essential for this role, as you will be working directly with merchants and partners outside Japan.

Company Description