

PR/096711 | Customer Success Manager

Job Information

Recruiter
JAC Recruitment Singapore

Job ID
1609263

Industry
IT Consulting

Job Type
Permanent Full-time

Location
Singapore

Salary
Negotiable, based on experience

Refreshed
November 3rd, 2026 03:00

General Requirements

Minimum Experience Level
Over 3 years

Career Level
Mid Career

Minimum English Level
Business Level

Minimum Japanese Level
Fluent Level

Minimum Education Level
Associate Degree/Diploma

Visa Status
No permission to work in Japan required

Job Description

COMPANY OVERVIEW
Our client , a Japanese SaaS company is looking for Customer Success manager. This position is responsible for managing the full customer lifecycle—from onboarding and adoption to expansion and renewal. You will partner with a diverse, Japanese customer base and collaborate closely with cross-regional stakeholders to ensure customers achieve meaningful business outcomes.

Key Responsibilities

Own and manage the end-to-end customer lifecycle for global accounts, including onboarding, adoption, growth, renewal, and churn prevention.
Lead structured onboarding programs, ensuring customers are set up for success with clear objectives, milestones, and timelines.
Build and maintain strong relationships with stakeholders across regions and time zones.
Serve as a trusted advisor, providing best-practice guidance and helping customers realize measurable business impact.
Monitor customer health, product usage, and engagement trends to proactively identify risks and opportunities.
Conduct regular business reviews to align on goals, share insights, and drive continuous improvement initiatives.
Identify expansion opportunities within existing accounts and collaborate with Sales or Account Management teams to drive

growth.
Own the renewal strategy and execution to ensure high retention rates.
Gather and channel customer feedback to internal teams, offering structured insights that influence product and service improvements.
Support the creation of case studies and contribute to best-practice documentation to enhance overall customer success efforts.

Requirements

4–7 years of experience in B2B consulting, customer success, account management, or related fields.
Proven post-sales experience in the IT or SaaS industry.
Experience working with corporate clients, ideally in solution-based or consultative environments.
Familiarity with customer engagement tools such as Salesforce, Gainsight, or similar platforms.

Apply online or feel free to contact me directly for more information about this opportunity. Due to the high volume of applicants, we regret to inform that only shortlisted candidates will be notified. Thank you for your understanding.

JAC Recruitment Pte. Ltd.
EA License: 90C3026 | EA Personnel: R26163073 | EA Personnel Name: Takumi Nishikubo

#LI-JACSG

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Company Description