

Project Manager (A)

Job Information

Recruiter[Izumi Network Yugen Kaisha](#)**Job ID**

1613003

Industry

IT Consulting

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

11 million yen ~ 13 million yen

Refreshed

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General Requirements

Minimum Experience Level

Over 6 years

Career Level

Mid Career

Minimum English Level

Fluent

Minimum Japanese Level

Business Level

Minimum Education Level

Bachelor's Degree

Visa Status

No permission to work in Japan required

Job Description

JOB DISCRIPTION

Job Title: Project Manager

Job Category: Automotive

Language proficiency JLPT N2 or above

Location: Tokyo/Hamamatsu Position Type: Full time

Client has onboarded a leading Japan-based OEM as a strategic customer. We are looking for an experienced, bilingual Project Manager / Customer Success Manager to be the on-ground face of TEL for this account in Japan. This role owns end-to-end delivery of the engagement — coordinating between the customer, the India-based engineering and delivery teams, and TEL leadership — while building a long-term, trust-based relationship that reflects Japanese business etiquette and customer expectations

PREFERRED SKILLS

- Prior experience in the automotive, mobility, or OEM/Tier-1 supplier ecosystem.
- Familiarity with embedded software, digital cockpit, connected vehicle, or related automotive technology domains

- Experience working in or with a global systems integrator / engineering services organisation.
- Exposure to contract and commercial management (SOWs, change requests, invoicing/billing coordination).

KEY COMPETENCIES

- Cross-cultural relationship building and trust management.
- Structured, detail-oriented delivery and risk management.
- Clear, calm communication under pressure, across languages and time zones.
- Ownership mindset with the ability to work independently while representing values.
- Collaborative approach with distributed engineering teams

RESPONSIBILITIES

- Act as the primary point of contact in Japan for the OEM customer, owning day-to-day relationship management and overall customer satisfaction.
- Plan, track, and drive delivery of the project(s) under the engagement — scope, schedule, budget, quality, and risk — in line with customer expectations and TEL commitments.
- Serve as the bridge between the Japan-based customer and India-based delivery/engineering teams, ensuring requirements, feedback, and priorities are translated accurately in both directions and both languages.
- Lead and/or support project governance: status reporting, steering committee reviews, milestone tracking, and escalation management.
- Facilitate and, where needed, interpret/translate discussions, documentation, and reviews between Japanese and English-speaking stakeholders.
- Proactively identify risks, delays, or dissatisfaction signals and drive timely resolution with internal teams and customer stakeholders.
- Manage customer expectations around delivery timelines, change requests, and commercial/contractual aspects in coordination with account and delivery leadership.
- Build a deep understanding of the customer's organisation, decision-making processes, and business culture to strengthen the long-term relationship and identify account growth opportunities.
- Coordinate on-site visits, workshops, and reviews with customer teams in Japan, and represent TEL professionally in accordance with Japanese business customs (nemawashi, hou-ren-sou, ringi, etc.).
- Own customer success metrics — satisfaction, renewal, and expansion — for the account, and report these to

REQUIRED SKILLS

- Demonstrated experience delivering projects for, or managing accounts with, Japanese customers/OEMs — either based in Japan or working extensively with Japanese stakeholders.
- Business-level (or native) proficiency in Japanese (JLPT N2 or above strongly preferred) and fluent business English — true bilingual capability is essential for this role.
- Strong understanding of Japanese business etiquette, communication style, and decision-making culture, and proven ability to operate effectively within it.
- Experience managing distributed/offshore delivery models, coordinating between an onshore customer-facing role

and an offshore engineering team (India experience is a strong plus).

- Working knowledge of project management methodologies (Agile/Scrum, Waterfall, or hybrid) and tools (JIRA, MS Project, Confluence, or similar).
- PMP, PRINCE2, or equivalent project management certification is a plus.
- Excellent stakeholder management, negotiation, and executive communication skills.
- Willingness to be based in Japan and travel periodically to India and other customer locations as required
- The position is based in Japan reporting to Business unit in India/Japan

QUALIFICATIONS AND EDUCATIONAL REQUIREMENTS

- Bachelor's degree in Engineering, Computer Science, Business, or a related field (Master's / MBA preferred).

EXPERIENCE

- 8–12+ years of overall experience, including a strong track record in project management, program management, or customer success roles.

Company Description