
Merchant Success / Customer Success - Sales Division

Job Information

Hiring Company[Recustomer.inc](#)

Job ID1614121

DivisionSales Division

IndustryInternet, Web Services

Company TypeSmall/Medium Company (300 employees or less)

Job TypePermanent Full-time

LocationTokyo - 23 Wards, Chuo-ku

Train DescriptionToei Asakusa Line, Higashi Ginza Station

Salary4 million yen ~ 8 million yen

Work HoursFlextime system (core hours 10:00 - 12:00)

HolidaysTwo days off per week (Saturday, Sunday), National holidays

RefreshedOctober 1st, 2026 13:22

General Requirements

Minimum Experience LevelOver 1 year

Career LevelMid Career

Minimum English LevelBusiness Level (Amount Used: English usage about 75%)

Minimum Japanese LevelFluent

Other LanguageChinese (Mandarin) - Business Level

Minimum Education LevelBachelor's Degree

Visa StatusPermission to work in Japan required

Job Description

«Job Description & Position Highlights»

- Own onboarding for new merchants, from initial setup and workflow design through launch and adoption
- Build Recustomer's international Merchant Success function and shape onboarding processes, materials, and standards from the ground up
- Analyze usage and retention data to drive merchant growth, increase transaction volume, and improve operational efficiency

- Flexible work options plus housing allowance, MacBook Pro and monitor provided, e-commerce perks, and other benefits

【Job 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 We're Hiring >

Recustomer is an e-commerce enabler that has raised ¥860M to date. Our products cover the full customer journey - 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.

< Why This Role Is Exciting >

- 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.
- 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."
- 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.
- 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.

【Employment Type】

Full-time employee (permanent)

*Probation period: 3 months (no change to terms during probation)

【Salary】

Annual salary: ¥4,000,000 - ¥8,000,000

*Determined based on experience and skills

*Work on statutory holidays and late-night work are paid in full

【Working Hours】

Flextime system (core hours 10:00 - 12:00)

*Overtime: Overtime and work on non-statutory holidays are paid for hours exceeding 45 hours combined per month.

【Work Location】

Head office: GINZA-QUINT 8F, 5-14-1 Ginza, Chuo-ku, Tokyo

< Access to head office >

- Tokyo Metro Hibiya Line - Higashi-ginza Station: 1 min walk
- Toei Asakusa Line - Higashi-ginza Station: 1 min walk
- Tokyo Metro Ginza Line - Ginza Station: 4 min walk
- Tokyo Metro Marunouchi Line - Ginza Station: 8 min walk
- JR Yamanote Line - Yurakucho Station: 10 min walk

*Remote work available (Primarily office-based, with remote work available as needed.)

*Applicants must be residing in Japan.

【Holidays & Leave】

- Two days off per week (Saturday, Sunday)
- National holidays
- Summer leave (3 days, freely scheduled between July and September)

- New Year holidays
- Annual paid leave (10 days granted on joining)
- Maternity and childcare leave (available to men as well - our CEO Shibata has taken it himself)

【Benefits & Welfare】

- Full social insurance coverage
- Full commuting expense coverage
- Housing allowance based on distance from the office
- MacBook Pro and external monitor provided
- Birthday gift
- Invitations to e-commerce secret sales (approx. 30 times a year)
- Employee discounts at e-commerce sites
- Water server
- Company trip (once a year)
- Annual health checkup
- Free coffee

Required Skills

【Required Qualifications】

- 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.
- Additionally, we require at least one of the following:
 - Work experience at a Japanese company
 - Sales or business development experience targeting the Japanese market
 - Academic background from a Japanese university Applicants must be residing in Japan. We welcome applicants of any nationality.

【Preferred Qualifications】

In addition to the required skills above:

- Business-level proficiency or above in Chinese (Mandarin)
- Customer Success or account management experience with enterprise clients
- Understanding of business processes in the e-commerce or retail industry (fashion, electronics, cosmetics, food/D2C, etc.)
- Experience in hands-on implementation support or business process reengineering (BPR) deeply embedded in the customer's operational workflow
- Experience in data visualization or operational efficiency improvement using tools such as HubSpot
- Domain knowledge in Shopify or the broader e-commerce ecosystem (logistics, payments, retail, etc.)

【Ideal Candidate】

- You see your customers' success as our own growth, and you tackle the root cause of a problem rather than settling for a short-term fix
- You take initiative and can drive projects forward by bringing in other teams - PMM, Sales, and Product
- You don't rely on data alone. You have the observational skill to find the real problem in what people say and how they actually work on the ground
- You believe in Recustomer's products and the future we want to build, and you genuinely feel this product deserves to reach far more of the world

【Selection Process】

- 1. Document screening
- 2. Casual conversation with the hiring team
- 3. Interviews (multiple rounds)
- 4. Dinner with the team
- 5. Offer decision

Company Description