



Consultant, IP Services CX Japan / フルフレックス・週1出社のハイブリッド勤務

< 知財領域の経験者歓迎 > 既存顧客の課題解決・ソリューション提案を担う / 英語力必須

Job Information

Hiring Company

ANAQUA K.K.

Job ID

1619036

Industry

Software

Company Type

Small/Medium Company (300 employees or less) - International Company

Non-Japanese Ratio

Majority Japanese

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards, Chiyoda-ku

Salary

6 million yen ~ Negotiable, based on experience

Work Hours

9:00 ~ 17:00 (実働7時間) ※フルフレックス制度あり (5:00 ~ 22:00)

Holidays

土曜日曜祝日、年末年始

Refreshed

October 23rd, 2026 14:29

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

Bachelor's Degree

Visa Status

Permission to work in Japan required

Job Description

《募集要項・本ポジションの魅力》

- ・ 特許・商標クライアントへの支援、顧客対応、社内外との連携、問題解決

- 複雑な顧客課題に対して創造的に解決策を提案し、長期的な信頼関係を築ける
- フルフレックスと週1出社のハイブリッド勤務、入社直後から有給付与
- オフィス出社時の食事・ドリンク・スナック無料、EAPなど福利厚生も充実

【業務内容】

You'll Love This Job if You Like To...

- Provide best-in-class support for patent and trademark clients
- Manage client relationships for new and existing clients
- Think creatively and outside the box to solve complex client challenges
- Handle escalations effectively, finding practical solutions
- Proactively communicate and collaborate with external and internal stakeholders to keep portfolio records current, accurate and valid
- Establish and maintain close working relationships with colleagues and teams across all regions to support a 'one firm' service delivery
- Engage in continuous process improvements and change management across the business
- Thrive in a dynamic environment by managing multiple priorities with a strong focus on accuracy and quality

< Report to >

Associate Director, IP Services CX Japan

【雇用形態】

正社員

※試用期間あり、6ヶ月

【給与】

経験考慮の上、応相談

【就業時間】

9:00 ~ 17:00 (実働7時間)

※フルフレックス制度あり (5:00 ~ 22:00)

※月間の所定労働時間を満たしていれば、勤務時間は調整可能

【勤務地】

東京都千代田区大手町

※在宅勤務OK (週1出社必須)

【休日休暇】

年間休日120日以上

- 土曜日曜日 (完全週休2日)
- 祝祭日
- 年末年始
- 有給病欠 (年間5日)
- ボランティア休暇
- 有給休暇は入社後すぐに付与 (付与日数は入社月により異なる)

【待遇・福利厚生】

- 健康保険、厚生年金、雇用保険、労災保険
- 従業員支援プログラム (Employee Assitant Program)
- オフィス出社時の食事・ドリンク・スナック無料
- オフィスカジュアル (ジーンズ、スニーカー勤務可)

Required Skills

※ご応募の際は、日英両方の応募書類をご提出ください。

【必須要件】

- Fluent in Japanese (native or near native)
- Business-level English (written and spoken)
- Bachelor's Degree or equivalent related experience
- Client-facing skills and experience, building trusted, long-term relationships
- Demonstrated problem-solving ability: Able to assess complex situations, identify root causes, think creatively, and propose practical solutions independently
- Excellent multitasking and time management skills: Comfortable managing multiple priorities and responsibilities, driving timely resolution without sacrificing quality
- Strong interpersonal and communication skills: Ability to interact professionally with clients, managers, and collaborate effectively with internal teams across regions
- Strong adaptability: Comfortable managing shifting priorities and working effectively in a fast-paced, dynamic environment
- Proactive and self-motivated
- Team player who thrives in a cross-functional environment
- Flexibility to work international business hours
- Residing in Japan with eligibility to work in Japan

【歓迎要件】

- Experience in the IP industry or familiarity with intellectual property concepts (e.g. patent/trademark management, annuity management, IP payments)
- Paralegal skills

Company Description