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
November 13th, 2026 00:00

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
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（Emploee 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