



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

知財領域での経験を活かし、既存顧客の課題解決・ソリューション提案を担う / 英語必須

Job Information

Hiring Company

ANAQUA K.K.

Job ID

1619037

Division

Client Success

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

6.5 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

Weekends / National holidays

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・商標クライアント支援、顧客関係管理、データ照合、研修や業務改善
- ・ IP知識と顧客対応力を活かし、複雑な課題解決やメンバー育成に携われる
- ・ フルフレックスと週1出社のハイブリッド勤務で柔軟な働き方を実現
- ・ 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
- ・ Support the sales team during the latter stages of the process to educate clients on the services
- ・ Manage client relationships for new and existing clients
- ・ Form trusted relationships with a focus on providing solutions to client requirements in a timely manner
- ・ Proactively communicate and collaborate with external and internal clients to keep portfolio records current, accurate and valid
- ・ Establish and maintain close working relationship with colleagues and teams across all territories to support a 'one firm' service delivery
- ・ Take a commercial approach to develop client relationships
- ・ Monitor docketing
- ・ Deliver data reconciliation
- ・ Provide internal and external software training related to the Services division
- ・ Author and update process documentation
- ・ Engage in continuous process improvements and change management across the business

【雇用形態】

フルタイム

※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
- ・ 土日曜日
- ・ 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】

- ・ 各種保険：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 Assistant Program)
- ・ オフィス出社時の食事・ドリンク・スナック無料
- ・ 服装：カジュアル (ジーンズ、スニーカーでのオフィス勤務可)

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
- ・ Business-level English
- ・ Bachelor's Degree or related experience
- ・ Experience in the IP industry or solid understanding of intellectual property
- ・ Client-facing skills and experience
- ・ Ability to resolve diverse scope of problems
- ・ Demonstrates sound judgement in identifying and implementing effective solutions
- ・ Proven ability to manage escalations and resolving complex issues to maintain client satisfaction
- ・ Superb attention to detail, accuracy and strong organizational skills
- ・ Demonstrative proactive client relationship management skills
- ・ Ability to multitask and work on multiple complex tasks
- ・ Ability to diligently review various documents and client files
- ・ Excellent communication skills and the ability to interact professionally with a diverse group of executives, managers, subject matter experts, and administrative professionals
- ・ Mentor team members and support resolving issues
- ・ Excellent reading comprehension in Japanese and English

- Maintain high level of confidentiality and professionalism
- Self-driven and capable of working effectively in a dynamic, fast-paced environment
- Ability to work independently with strong organizational and time management skills
- Team player
- Work international business hours
- Those who reside in Japan and are eligible to work in Japan

【歓迎要件】

- Team management experience
- Paralegal skills
- Language skills: French

Company Description