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
November 20th, 2026 13:00

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≫

《募集要項：本務クライアントの違い》

- 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