

PR/124177 | Customer Success Manager

Job Information

Recruiter
JAC Recruitment Indonesia

Job ID
1621709

Industry
IT Consulting

Job Type
Permanent Full-time

Location
Tokyo - 23 Wards

Salary
Negotiable, based on experience

Refreshed
November 10th, 2026 11:08

General Requirements

Minimum Experience Level
Over 3 years

Career Level
Mid Career

Minimum English Level
Fluent Level

Minimum Japanese Level
None

Minimum Education Level
Associate Degree/Diploma

Visa Status
No permission to work in Japan required

Job Description

Responsibilities:

• Educating customers on the business value of company's services through walkthroughs, use-case discussions, and value-based demonstrations.

• Good communication & maintain close relationship with customers to understand all the problem they are facing while implementation

• Apply the correct processes to address customer needs and ensure value is delivered

• Successfully align with and manage both Business and Technical Stakeholders, focusing on aligning Business Value and Technical Goals

• Prioritize the most urgent work activities, organize tasks to avoid missing key steps, and create basic plans to focus time, taking responsibility for assigned tasks.

• Use internal resources to increase effectiveness and rely on managers or mentors for guidance on priority problems.

• Serve as the primary point of contact for customers, ensuring high satisfaction, strong adoption, and long-term retention.

• Act as a trusted advisor by gaining trust through mutual goals, understanding the customer’s business model, and applying proven solutions to their problems.

• Solidify partnership commitments and drive innovation aligned with customers' business challenges.

• Increase customer engagement with products & services and identify major political barriers to customer success.

• Partner with more experienced team members to solve complex problems and develop strategic success plans when needed.

Requirement

• Experience: Experienced business professional, preferably with 3-5 years of relevant industry expertise in Customer Success, SaaS platform use, Enterprise Sales or related fields.

• Consulting Skills: Strong consulting skills and demonstrated ability to drive business value, facilitate discussions, handle objections, and influence C-level conversations.

• Ability to demonstrate company's product features and navigate customers

• Knowledge of basic analytics use cases

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Company Description