【Senior Digital Adoption Re】ディーラー（販売店）サポート/出張あり/英語必須

＜建設機器メーカーのパイオニア＞世界のインフラを支える会社です！

Job Information

Hiring Company
Caterpillar Japan LLC

Subsidiary
キャタピラ―ジャパン

Job ID
1624046

Industry
Machinery

Company Type
Large Company (more than 300 employees) - International Company

Job Type
Permanent Full-time

Location
Kanagawa Prefecture, Yokohama-shi Nishi-ku

Train Description
Minatomirai Line Station

Salary
7 million yen ~ 11 million yen

Salary Bonuses
Bonuses included in indicated salary.

Work Hours
8 :30-17:30

Holidays
土日祝

Refreshed
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General Requirements

Minimum Experience Level
Over 3 years

Career Level
Mid Career

Minimum English Level
Business Level (Amount Used: English usage about 50%)

Minimum Japanese Level
Native Level

Minimum Education Level
Bachelor's Degree

Visa Status
Permission to work in Japan required

Job Description

Who We Are

Cat® Digital is the digital and technology arm of Caterpillar Inc., connecting the physical and digital worlds to deliver industry-leading solutions for our customers and dealers. The Digital Adoption & Customer Success (DACS) organization accelerates the adoption and usage of digital products, delivering measurable value to Cat Dealers and Customers, and driving a customer-centric approach through enhanced change management and impact measurement.

Role Summary

As a Senior Digital Adoption Rep (DAR) dedicated to our Japan dealer, you are the primary resource for digital enablement and adoption, co-located where possible to maximize impact. You serve as a strategic advisor to dealer leadership and operational teams, driving dealer digital transformation, product adoption, and customer success. The DAR role is central to DACS's mission to deliver best-in-class customer and dealer support across all digital touchpoints, leveraging real-time insights to anticipate needs, streamline operational efficiency, and promote brand loyalty.

What You Will Do

- **Drive Dealer Digital Transformation:** Deploy strategic dealer-facing engagement initiatives, standardized tools, training, and adoption behavior insights to accelerate digital adoption and operational efficiency.
- **Champion Product Adoption:** Govern dealer execution of key digital initiatives, collaborating with Product Adoption Consultants (PACs), MSORs, and PSORs to ensure successful deployment and sustained usage of Cat Digital solutions.
- **Enable Customer Success:** Support dealers in growing their connected assets population and e-commerce adoption, ensuring customers experience the full "easy to buy, easy to own" value throughout their asset lifecycle.
- **Facilitate Feedback Loops:** Establish and strengthen feedback channels between dealers and Caterpillar to improve product relevance and drive continuous improvement.
- **Lead Change Management:** Act as a change agent, influencing decision-makers by articulating how digital tools address business pain points and operational gaps, translating solutions into actionable plans.
- **Collaborate Across Functions:** Work closely with dealer teams, district offices, and the DACS organization to align digital initiatives with dealer and customer needs, ensuring seamless execution and measurable business impact.
- **Support Training & Onboarding:** Facilitate training and onboarding for Cat digital products, ensuring dealer teams are equipped to maximize adoption and deliver superior customer experiences.

【雇用形態】正社員

【勤務地】横浜オフィス（横浜市西区みなとみらい3-7-1　12F）

【就業時間】8：30 ~ 17：30（休憩時間：60分）

- 週 5 オフィス勤務（出張時以外）

【年収】700 ~ 1100万円（季節手当込み）

- 残業代別途支給
- 会社業績に応じて、別途業績連動手当支給

【休日休暇】年間休日125日

- 年末年始、夏季休暇
- 有給休暇、傷病休暇、安心サポート休暇、介護休暇
- 完全週休二日制、フレックスタイム制

【諸手当・福利厚生】

- 諸手当：通勤手当、昼食費補助、住宅補助（該当者）
- 各種社会保険：健康保険、厚生年金、雇用保険、労災保険
- その他：株式購入、カフェテリアプラン、

Required Skills

Skills & Competencies

- **Customer Focus:** Commitment to understanding and aligning with customer needs, driving satisfaction and loyalty.
- **Service Excellence:** Dedication to delivering outstanding service and resolving customer issues proactively.

- **Collaboration:** Ability to work constructively with diverse teams and stakeholders, promoting cross-functional alignment.
- **Consulting:** Skilled in providing technical and business guidance to internal and external clients.
- **Decision Making & Critical Thinking:** Strong analytical skills for informed, productive decision-making.
- **Effective Communication:** Ability to communicate clearly, adapt messaging, and influence stakeholders at all levels.
- **Problem Solving:** Proficiency in identifying, analyzing, and resolving operational and process challenges.
- **Relationship Management:** Capability to build and maintain healthy working relationships with clients, vendors, and peers.
- **Languages:** Japanese and English

Key Attributes for Success

- Deep understanding of dealer operations, challenges, and strategic objectives.
- Ability to drive the implementation and sustained use of key digital initiatives and platforms.
- Skilled at consolidating team efforts to showcase business impact.
- Proactive in identifying and prioritizing key communications and tasks, especially those from team members and leadership.

Additional Information

- Up to 50% domestic travel with some international travel

Company Description