PR/118023 | Engagement Manager

募集職種

人材紹介会社
ジェイ エイ シー リクルートメント イギリス

求人ID
1548338

業種
その他（メーカー）

雇用形態
正社員

勤務地
イギリス

給与
経験考慮の上、応相談

更新日
2026年01月21日 04:00

応募必要条件

キャリアレベル
中途経験者レベル

英語レベル
無し

日本語レベル
無し

最終学歴
短大卒：準学士号

現在のビザ
日本での就労許可は必要ありません

募集要項

Company: The world leading insurance AI company is looking for the engagement manager.

Working Pattern: Fully Remote

Location; Tokyo, Japan

Responsibilities

Client engagement management and customer success in Japan

- Owning the post-sale activities with clients, including implementation, on-boarding, training, driving platform adoption,and Quarterly Business Reviews, and renewals.

- Be a trusted advisor to drive product adoption and ensure customers are using own product to achieve full business value.

- Re-engineer specific customers' business processes to enable their adoption of AI products

- Work with customers to architect impactful and value-creating solutions which can integrate and transform customers'business processes

Project Delivery & Management

- Deeply understand each client's operations and system landscape, translating that insight into a clear, detailedrequirements definition

- Define, gain agreement on, and communicate project milestones; create and maintain a pragmatic, risk-aware delivery

plan

- Safeguard team pace and quality during day-to-day execution through proactive progress tracking, early issueidentification, structured root-cause analysis and solution design

Proof of Concept (POC) Management

- Work with customers to scope their needs for a POC and work with Sprout's tech team to define the appropriate timeframe and cost for delivery

- Work with customers to prove the value of the own technology in a test case and support in driving the success ofPOCs

- Act as project manager and technical advisor for POCs to ensure success and conversion to production engagement.

Strengthen customer relationships

- Ensure satisfaction across the customer hierarchy, from C level to daily users of the product

- Drive overall customer success responsibility and act as an escalation point for service issues

- Demonstrate one's grit, tenacity, and responsiveness to the client and stay up-to-date on client detailed requests as well as strategic trends

- Actively identifying opportunities for cross-selling or increasing penetration, in coordination with the Business Development, Product & Research teams as needed

Internal communication

- Become an expert at own technologies and the capabilities of machine learning and feed customer and market insights back to rest of the company, to help design the next generation of AI products for us to build

- Help inform own product roadmap within different verticals and environments, based on specific client use cases, industry standards, and an understanding of emerging tools

Solution Engineering

- Work with customers to understand requirements and value drivers, and map these to own platform capabilities

- Perform demonstrations to bring to life capabilities for customers

- Build business cases for the value outcomes that can be driven with the solution

Requirements

- Native-level fluency in Japanese. Advanced business-level English is also required.

- Proven project management and stakeholder management experience on execution/delivery side (eg, senior project manager experience at leading consulting firms/tech companies or equivalent experience)

- Experience with Enterprise Solution Architecture: understanding and defining business requirements for enterprise clients and translating them into technological requirements

- Excellent problem solving skills

- Tenacity to tackle complex, ambiguous problems, explore all viable options, and lead the team toward resolution

- Strong at relationship development across customer hierarchy, from C-level to daily users of the product

- Strong communication skills to bridge a gap between customers' needs and internal Product/Data Science/Engineering teams' constraints and priorities

- Self-Starter with appetite to learn about new technology and customers

These are not essential, but it would also be great if you had:

- Familiarity with Artificial Intelligence concepts (eg, Machine Learning, Natural Language Processing)

Notice: By submitting an application for this position, you acknowledge and consent to the disclosure of your personal information to the Privacy Policy and Terms and Conditions, for the purpose of recruitment and candidate evaluation.

Privacy Policy Link: https://www.jac-recruitment.co.uk/privacy-policy
Terms and Conditions Link: https://www.jac-recruitment.co.uk/terms-of-use

会社説明