



Customer Success Project Manager

募集職種

採用企業名

smartims.com

求人ID

1581735

業種

ITコンサルティング

雇用形態

正社員

勤務地

その他東京

給与

700万円 ~ 1100万円

更新日

2026年06月01日 05:00

応募必要条件

職務経験

6年以上

キャリアレベル

中途経験者レベル

英語レベル

ビジネス会話レベル

日本語レベル

流暢

最終学歴

大学卒：学士号

現在のビザ

日本での就労許可が必要です

募集要項

To achieve sustainable success for over 100 client companies, you will be involved in the following initiatives:

- 1) Continuous Success Plans to Achieve Customer Success: We will develop action plans tailored to each client's growth stage and business goals. By regularly conducting usage interviews and analyzing business improvement status, you will communicate closely with the development and sales teams to propose operational improvements and new function utilization.
- 2) Improving customer satisfaction You will gain a deep understanding of customer needs, accurately identify issues, and propose appropriate solutions. You will also support the creation of opportunities to stimulate interaction between customers, contributing to the creation of new value that goes beyond simply providing services.
- 3) Promoting upselling and cross-selling You will propose optimal optional services to solve new customer issues. Furthermore, you will actively promote the horizontal expansion of services to other departments and business operations, deepening relationships with customers. Specific

Work Duties:

- Meeting with enterprise accounting and IT departments
- Problem analysis and solutions based on post-launch business improvement interviews
- Service environment setup (administrator settings, simple script development)
- Planning, preparing, and running user meetings, webinars, and NPS surveys

Upselling and cross-selling proposals to promote customer business improvements

- [Scope of Change] Possible transfer to any department within the company

Required Skills

- Experience managing system construction projects (regardless of project size): Skills to smoothly progress projects when implementing enterprise-scale services, including coordinating with multiple stakeholders, risk management, and progress management.
- Customer service and communication skills: Communication skills to smoothly collaborate with enterprise customers, partner companies, and related internal departments, hear their needs, and share the situation.
- Problem-solving and improvement proposal skills: Flexible problem-solving and creativity to accurately grasp technical and business issues that arise in the process of using the service and propose improvements and new features.
- Minimum required IT skills and experience: Understanding of IT terminology, simple SQL execution, API execution, JavaScript development (inexperienced but willing to learn is acceptable) • Native-level communication skills in Japanese (for clear communication with customers)

会社説明