



## Customer Success Project Manager

### 募集職種

#### 採用企業名

[smartims.com](http://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22日 00:00

### 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)

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会社説明