

## Junior Project/Product Manager

### 募集職種

人材紹介会社  
SThree株式会社

求人ID  
1594690

業種  
インターネット・Webサービス

会社の種類  
大手企業 (300名を超える従業員数) - 外資系企業

外国人の割合  
外国人 半数

雇用形態  
正社員

勤務地  
東京都 23区

給与  
250万円 ~ 600万円

更新日  
2026年06月15日 01:00

### 応募必要条件

職務経験  
1年以上

キャリアレベル  
新卒・未経験者レベル

英語レベル  
日常会話レベル (英語使用比率: 50%程度)

日本語レベル  
ビジネス会話レベル

最終学歴  
短大卒 : 準学士号

現在のビザ  
日本での就労許可が必要です

### 募集要項

As a Junior Project Manager you will play a pivotal role in supporting one of Japan's most widely used loyalty programs. You will lead client onboarding, manage inquiries, and act as a trusted partner for clients to ensure smooth adoption and ongoing success on the Coupon Platform.

This role combines customer engagement, technical understanding, and cross-functional collaboration, offering an excellent opportunity to grow within a dynamic and technology-driven environment.

#### Key Responsibilities

- Define business requirements and understand client needs to ensure smooth and timely onboarding onto the Coupon Platform.
- Manage technical client inquiries in compliance with established Service Level Objectives (SLOs).
- Act as the primary liaison between clients and internal product/development teams during incidents, issues, and escalations, owning all client communications.
- Conduct a wide range of client support activities, including onboarding assistance, configuration guidance, and issue resolution.
- Maintain deep knowledge of the Coupon Platform's features and specifications to effectively advise and support clients.
- Improve and standardize internal client support processes to increase operational efficiency.
- Create, maintain, and enhance client-facing and internal support documentation.
- Contribute to team KPIs and provide regular updates on project and operational progress.

- Collect and relay client feedback to product and development teams to drive continuous improvement.
  - Expand knowledge of other ecosystem products and identify cross-selling opportunities.
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## スキル・資格

- Bachelor's degree in Computer Science, Engineering, or a related field (preferred but not mandatory).
  - 2+ years of experience in Product Management or Project Management within the technology industry (preferred but not mandatory).
  - Experience working with, or the ability to quickly learn, complex technical platforms and product specifications.
  - Hands-on experience managing customer support or Client Support activities such as onboarding, inquiry handling, system configuration, and troubleshooting.
  - Strong product- and customer-focused mindset with a proactive approach to problem-solving.
  - English is necessary but not mandatory (日本語だけでも大丈夫です！)
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## 会社説明