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11月02日 03:00

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.

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.
• Engish is necessary but not mandatory (日本語だけも大丈夫です！)

会社説明