

Business Analyst (Onboarding)

Technical Onboarding Specialist

募集職種

人材紹介会社
SThree株式会社

求人ID
1596957

業種
インターネット・Webサービス

雇用形態
正社員

勤務地
東京都 23区

給与
450万円 ~ 650万円

更新日
2026年06月11日 19:19

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
流暢

日本語レベル
流暢

最終学歴
大学卒：学士号

現在のビザ
日本での就労許可は必要ありません

募集要項

Project Manager (Onboarding Specialist) JD

【Position Outline】

As a Customer Success member in Coupon Platform Team, you will be expected to manage and execute client onboarding, handle client inquiries along with other client support activities for our most popular loyalty program in Japan.

【Responsibilities】

- Define business requirements and understand clients' needs to ensure smooth/timely client onboarding on to Coupon Platform
- Manage technical client inquiries by respecting our SLO
- Be a liaison and coordinate with product/dev team for incidents, issues, etc. Be responsible for all client communication - Perform other necessary client support activities
- Learn/keep up-to-date with Coupon Platform's features and specifications to be able to guide clients appropriately
- Improve/standardize internal client support processes to enhance operational efficiency
- Create/improve client support documentation
- Contribute to Team KPIs, report on project progress
- Collect/relay client feedback to product/dev team to continuously improve our products
- Learn about other tech products in our ecosystem and develop cross-selling strategies and opportunities

Required Skills:

- Bachelor's degree (BS) in Computer Science, Engineering or related field (not mandatory but preferred!)
- 2+ years of Product or Project Management experience in the Tech industry

- Experience working with or ability to learn detailed specification of Tech platforms/products
- Experience managing various client support activities, including but not limited to onboarding, inquiry handling, system configuration, troubleshooting
- Product and customer-oriented mindset

Desired Skills:

- Previous working experience as a Customer Success Manager (CSM)
- Experience working with Jira and Confluence
- Experience working with Zendesk and CRM tools (e.g. Salesforce)
- Passionate to learn new technologies and standards -Sales/marketing experience

Languages:

English: Business

Japanese: Business

会社説明

Hi everyone, currently hiring candidates for this specific position~
Please take a look at the job description and apply!