Producer

Client Specialist

募集職種

人材紹介会社
SThree株式会社

求人ID
1602272

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11月02日 06:00

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
ビジネス会話レベル

日本語レベル
ビジネス会話レベル

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

POSITION OUTLINE
We are looking for an organised and proactive Project/ Product Manager to join our PM section. This is a role focuses on managing projects, meetings, and events - with a clear growth path toward independent project management.

RESPONSIBILITIES

- Define business requirements and understand client's needs
- Ensure smooth/timely client onboarding on to our tech products
- Manage technical client inquiries by respecting our SLO
- Troubleshoot/coordinate with Development Team or QA Team when issues arise
- Perform other necessary client support activities
- Learn/keep up-to-date with tech product's features and specifications to be able to guide clients accordingly
- Improve/standardise client support processes to enhance operational efficiency
- Create/improve client support documentation
- Cross-functional collaboration/stakeholder management of various teams
- Collect/share client feedback to product teams to continuously improve our products
- Contribute to Team KPIs, report on project progress
- Discover opportunities to cross-sell tech products to existing clients

REQUIREMENTS

- 3+ 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, creating document specifications, and managing both client and developers.
- Product-oriented mindset
- Excellent communication skills in English and Japanese

NICE TO HAVE

- Experience working with Jira and Confluence
- Experience working with Zendesk and Salesforce or other CRM tools
- Passionate to learn new technologies and standards

LANGUAGES
Japanese: Business - Native Level
English: Business - Native Level

会社説明

Hi All, I'm currently looking for Junior Project or Product Managers who wants to develop their career further!

Please click on the job title below to view the Job Description and apply to it.