



Merchant Success / Customer Success - Sales Division

リモートワーク可

募集職種

人材紹介会社
株式会社PROGRE

採用企業名
EC領域のテクノロジーカンパニー

求人ID
1609104

業種
インターネット・Webサービス

会社の種類
中小企業 (従業員300名以下)

外国人の割合
外国人 半数

雇用形態
正社員

勤務地
日本

給与
400万円 ~ 800万円

更新日
2026年09月18日 15:00

応募必要条件

職務経験
3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 (英語使用比率: 50%程度)

日本語レベル
日常会話レベル

その他言語
中国語: 北京語 - 日常会話レベル

最終学歴
専門学校卒

現在のビザ
日本での就労許可が必要です

募集要項

- Try Before You Buy, Delivery Tracking, Order Cancellation, Returns & Exchanges.

We are now accelerating our expansion into overseas markets, and it is moving faster than we expected. We have already signed multiple merchants outside Japan, and we are getting strong traction. That success creates an immediate need: every

merchant we sign has to be onboarded, supported, and helped to actually get results from our products. Without a dedicated team on that, growth stalls at the point of contract.

This is why we are hiring a Merchant Success professional (we use "Merchant Success" rather than "Customer Success") to take ownership of that work - running onboarding, driving day-to-day adoption, and making our merchants successful.

You will be joining early enough to shape how Recustomer's merchant success function works internationally, rather than inheriting a playbook someone else wrote.

■ Mission & Responsibilities

Your mission is to drive merchant success by maximizing their revenue and minimizing operating costs. As a result, Recustomer naturally becomes an indispensable partner they choose to stay with.

What you'll do:

- Own onboarding for new merchants: initial configuration, operational workflow design, and getting them live
- Run ongoing operational support and drive adoption after launch
- Provide consultative support to lift utilization and grow the share of transactions settled through products like Try Before You Buy (TBYB)
- Handle contract renewals, and identify upsell and cross-sell opportunities
- Analyze usage and retention data, and drive KPI improvement
- Work with Sales, PMM, and Product to turn merchant feedback into shipped features

Note: This is an individual contributor role with no management responsibilities.

■ Why This Role Is Exciting

1. Build the international merchant success function
Overseas expansion is a company priority, not a side project. You will be the person defining how we onboard and support merchants in these markets - the processes, the materials, the standards.
2. Exceptional development speed means your feedback ships
Recustomer has won the Findy Team+ Award two years running and deploys five times a day. Urgent merchant requests and bug reports you raise can ship as features the following week. You will rarely have to tell a merchant "that's not possible."
3. Growth consulting, not defensive support
Our payment features, like TBYB, directly boost GMV for our merchants. Your role is not defensive customer service but growth consulting - driving transaction volume to expand your merchants' top line.
4. One team with engineering
Under our CTO's leadership, the engineering team views feedback from customer success as a catalyst for growth, not a burden. Here, product development and business strategy move in perfect alignment.

スキル・資格

Required Qualifications / Profile

- Experience in **Customer Success for B2B SaaS products**, **B2B sales in the e-commerce, retail, or apparel industries**, or **business-side roles such as e-commerce operations or consulting**
- **Business-level English proficiency** is required, as the role involves working directly with overseas merchants and partners and **Conversational Japanese** for internal communications.
- At least one of the following:
 - Professional experience at a **Japanese company**
 - Experience in **sales or business development targeting the Japanese market**
 - A **degree from a Japanese university**
- **Currently residing in Japan**

Preferred Qualifications / Profile

- **Business-level or higher proficiency in Chinese (Mandarin)**
- Experience in **Customer Success or Account Management for enterprise clients**
- Understanding of **business processes in the e-commerce or retail industries**, including fashion, electronics,

cosmetics, food/D2C, etc.

- Experience in **implementation support or business process re-engineering (BPR)** , particularly where solutions are deeply integrated into customers' operational workflows
- Experience using tools such as **HubSpot** to improve **data visibility and operational efficiency**
- Domain knowledge of **Shopify or the broader e-commerce ecosystem** , including logistics, payments, retail, and related services

会社説明