

PR/096711 | Customer Success Manager

募集職種

人材紹介会社
ジェイ エイ シー リクルートメント シンガポール

求人ID
1609263

業種
ITコンサルティング

雇用形態
正社員

勤務地
シンガポール

給与
経験考慮の上、応相談

更新日
2026年11月17日 16:00

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

日本語レベル
流暢レベル

最終学歴
短大卒： 準学士号

現在のビザ
日本での就労許可は必要ありません

募集要項

COMPANY OVERVIEW
Our client , a Japanese SaaS company is looking for Customer Success manager. This position is responsible for managing the full customer lifecycle—from onboarding and adoption to expansion and renewal. You will partner with a diverse, Japanese customer base and collaborate closely with cross-regional stakeholders to ensure customers achieve meaningful business outcomes.

Key Responsibilities

Own and manage the end-to-end customer lifecycle for global accounts, including onboarding, adoption, growth, renewal, and churn prevention.
Lead structured onboarding programs, ensuring customers are set up for success with clear objectives, milestones, and timelines.
Build and maintain strong relationships with stakeholders across regions and time zones.
Serve as a trusted advisor, providing best-practice guidance and helping customers realize measurable business impact.
Monitor customer health, product usage, and engagement trends to proactively identify risks and opportunities.
Conduct regular business reviews to align on goals, share insights, and drive continuous improvement initiatives.
Identify expansion opportunities within existing accounts and collaborate with Sales or Account Management teams to drive

growth.
Own the renewal strategy and execution to ensure high retention rates.
Gather and channel customer feedback to internal teams, offering structured insights that influence product and service improvements.
Support the creation of case studies and contribute to best-practice documentation to enhance overall customer success efforts.

Requirements

4–7 years of experience in B2B consulting, customer success, account management, or related fields.
Proven post-sales experience in the IT or SaaS industry.
Experience working with corporate clients, ideally in solution-based or consultative environments.
Familiarity with customer engagement tools such as Salesforce, Gainsight, or similar platforms.

Apply online or feel free to contact me directly for more information about this opportunity. Due to the high volume of applicants, we regret to inform that only shortlisted candidates will be notified. Thank you for your understanding.

JAC Recruitment Pte. Ltd.
EA License: 90C3026 | EA Personnel: R26163073 | EA Personnel Name: Takumi Nishikubo

#LI-JACSG

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会社説明