

PR/124177 | 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 インドネシア

求人ID
1621709

業種
ITコンサルティング

雇用形態
正社員

勤務地
東京都 23区

給与
経験考慮の上、応相談

更新日
2026年11月10日 11:08

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
流暢レベル

日本語レベル
無し

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

Responsibilities:

• Educating customers on the business value of company's services through walkthroughs, use-case discussions, and value-based demonstrations.

• Good communication & maintain close relationship with customers to understand all the problem they are facing while implementation

• Apply the correct processes to address customer needs and ensure value is delivered

• Successfully align with and manage both Business and Technical Stakeholders, focusing on aligning Business Value and Technical Goals

• Prioritize the most urgent work activities, organize tasks to avoid missing key steps, and create basic plans to focus time, taking responsibility for assigned tasks.

• Use internal resources to increase effectiveness and rely on managers or mentors for guidance on priority problems.

• Serve as the primary point of contact for customers, ensuring high satisfaction, strong adoption, and long-term retention.

• Act as a trusted advisor by gaining trust through mutual goals, understanding the customer’s business model, and applying proven solutions to their problems.

• Solidify partnership commitments and drive innovation aligned with customers' business challenges.

• Increase customer engagement with products & services and identify major political barriers to customer success.

• Partner with more experienced team members to solve complex problems and develop strategic success plans when needed.

Requirement

• Experience: Experienced business professional, preferably with 3-5 years of relevant industry expertise in Customer Success, SaaS platform use, Enterprise Sales or related fields.

• Consulting Skills: Strong consulting skills and demonstrated ability to drive business value, facilitate discussions, handle objections, and influence C-level conversations.

• Ability to demonstrate company's product features and navigate customers

• Knowledge of basic analytics use cases

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会社説明