



【Senior Customer Success Manager】 ~¥1200万円

Revolutionising Remote Work!

Job Information

Recruiter

SPOTTED K.K.

Hiring Company

International SaaS Company, Revolutionising Remote Work

Job ID

1471235

Industry

Internet, Web Services

Company Type

Small/Medium Company (300 employees or less) - International Company

Non-Japanese Ratio

About half Japanese

Job Type

Permanent Full-time

Location

Japan

Salary

8 million yen ~ 10 million yen

Salary Bonuses

Bonuses paid on top of indicated salary.

Refreshed

July 17th, 2024 06:00

General Requirements

Minimum Experience Level

Over 3 years

Career Level

Mid Career

Minimum English Level

Business Level (Amount Used: English usage about 50%)

Minimum Japanese Level

Native

Minimum Education Level

Associate Degree/Diploma

Visa Status

No permission to work in Japan required

Job Description

This company is a B2B SaaS company headquartered in Japan.

They are revolutionising remote and hybrid work with a virtual office product, that allows seamless communication, effortless

water cooler chats, spontaneous discussion and hang-outs like in a physical office.

After the pandemic, most companies offer a hybrid work environment to keep their employees happy, but still struggle with communications, which impact team building, productivity, collaboration, and even the company culture.

Working with more than 4000 clients worldwide, their product is being used by companies like IBM, Toyota, Sony, Dell, Wework, and many more, steadily expanding.

Currently preparing for an IPO, the company already shows a steady multi-million dollar annual revenue.

As a senior member of the Customer Success Manager (CSM) department, one of your major missions is to foster a team culture of proactive client support, and establish ongoing, strategic partnerships with key accounts to maximize customer retention rates and prevent churn. In the Customer Success Manager department, you will work closely with other departments within the company to facilitate seamless customer onboarding and product implementation, and lead the way in achieving client's goals using the product.

Responsibilities:

- Tracking and reporting on key metrics including customer satisfaction, retention, and churn.
- Fostering a culture of high performance, employee engagement, and teamwork within the department.
- Collaborating closely with internal and external stakeholders to maximize customer satisfaction.
- Identify client goals and develop strategies to achieve them, while nurturing long-lasting relationships and identifying upselling opportunities
- Facilitating transparent communication between departments to enhance customer satisfaction from diverse angles.

Required Skills

- Minimum 2 years experience in customer success management, ideally at a B2B SaaS company
- Native level Japanese skills
- Business level English skills are a plus
- Deep understanding of software businesses, with knowledge of both the subscription and renewal models
- Understanding of Change Management principles to help client organisations smoothly adapt to the product
- Experience managing projects for large enterprise clients
- Proven track record in business development and, ideally, experience growing a business

Company Description