



Customer Success Manager(Contractor) ◆ 米国本社・外資系/フルリモート相談可/英語必須

ゲーム業界向け決済ソリューションサービスを提供/フレックス/グローバル連携あり

Job Information

Hiring Company

Xsolla Japan

Job ID

1484227

Division

Customer Success

Industry

Internet, Web Services

Company Type

International Company

Job Type

Contract

Location

Tokyo - 23 Wards

Salary

4 million yen ~ 7.5 million yen

Refreshed

June 28th, 2024 00:00

General Requirements

Minimum Experience Level

Over 3 years

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

Native

Minimum Education Level

Technical/Vocational College

Visa Status

Permission to work in Japan required

Job Description

求人のポイント

- 日本人としてお1人目のカスタマーサクセスを募集します
- フルリモートもご相談ください。フレックス勤務で柔軟な働き方を実現
- 契約社員としての募集ですが、長期でご活躍いただくことを前提とした採用です
- アカウントマネジメントのご経験+英語力を活かしたい方、ご応募お待ちしております！

ABOUT THE ROLE:

We are seeking a talented **Customer Success Manager** to join our global team at Xsolla! The primary function of the Customer Success Manager, Japan, is to sustain and grow existing client business through individual and team research. This role will work collaboratively with many teams to ensure the success of the client.

RESPONSIBILITIES:

- Main point of contact for all matters relating to the client's existing portfolio
- Manage the sustainment and growth of a client by creating positive relationships
- Provide clients with a regular health check to proactively review their needs, account management, and make recommendations for improvements
- Cross sell and upsell new business opportunities with existing clients. Maintain account records to reflect any changes
- Assist with a variety of projects as business needs dictate
- Enhances department and organization's reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments
- Gathering and incorporating partners' feedback for product enhancement

Required Skills

REQUIREMENTS:

Required

- Bachelor's Degree or equivalent experience
- 3+ years of accounting managing experience
- Fluent in Japanese and must be able to speak and write English at a business level
- Ability to successfully participate in projects involving cross-functional teams
- Ability to problem solve
- Experience Google Suite (Docs, Sheets, Chat, Slides, etc.)
- Clear written and verbal communication skills
- Strong customer service/interpersonal skills
- General Account Management and Marketing knowledge
- Must be able to immediately handle a significant workload and effectively prioritize projects with a high degree of autonomy
- Effective time management skills and excellent attention to detail
- Ability to understand client needs and translate it into business offerings
- Ability to overcome tough objections and win the support of key stakeholders
- Must be a problem solver and team player
- Have a large appetite for learning, and a results-oriented mindset
- Interpersonal skills to help manage

Preferred

- Understanding of JIRA, Basecamp, & Confluence
- Experience using Salesforce software
- Experience with an entrepreneurial organization

BENEFITS:

Convenient work tools:

Latest Mac workplaces + additional hardware to make you more effective at work
Google Chat, Gmail, Google Drive, Confluence, Jira, GitLab

Professional growth:

- Free trainings and participation in specialized conferences
- Rich knowledge exchange within the company

More perks:

- Flexible hours: organize your day according to your needs and sprint & teamwork demands
- No dress code
- Comfortable and new office environment.

ABOUT XSOLLA:

Xsolla is a global video game commerce company with a robust and powerful set of tools and services designed specifically for the video game industry. Since its founding in 2005, Xsolla has helped thousands of game developers and publishers of all sizes fund, market, launch and monetize their games globally and across multiple platforms. As an innovative leader in in-game commerce, Xsolla's mission is to solve the inherent complexities of global distribution, marketing, and monetization to help our partners reach more geographies, generate more revenue and create relationships with gamers worldwide. Xsolla is headquartered and incorporated in Los Angeles, California, with offices in Berlin, Seoul, and cities worldwide. Xsolla supports major gaming titles like Valve, Twitch, Roblox, Ubisoft, Epic Games, Take-Two, KRAFTON, Nexters, NetEase, Playstudios, Playrix, miHoYo, and more.

For additional information and to learn more, please visit xsolla.com

PHYSICAL DEMANDS:

The physical demands for this position are sitting, standing, bending, lifting, and moving intermittently during working hours. These physical requirements may be accomplished with or without reasonable accommodations.

The duties of this position may change from time to time so the individual and organization can achieve their results. This job description is intended to describe the general level of work being performed. It is not intended to be all-inclusive. Xsolla takes your privacy very seriously, and will not sell or externally distribute any data received during the hiring process. Pursuant to the Personal Data Protection Act 2010 ("PDPA"), Xsolla is mindful and committed to the protection of your personal information and your privacy.

Longevity **O**ppportunity **V**ision **E**njoy the game!

Company Description