

## Client Support Associate at Global Consulting Firm

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#### Job Information

**Recruiter**

Michael Page

**Job ID**

1487643

**Industry**

Other (Consulting and Professional Services)

**Job Type**

Permanent Full-time

**Location**

Tokyo - 23 Wards

**Salary**

3.5 million yen ~ 4 million yen

**Refreshed**

July 31st, 2024 17:00

#### General Requirements

**Career Level**

Mid Career

**Minimum English Level**

Business Level

**Minimum Japanese Level**

Native

**Minimum Education Level**

Associate Degree/Diploma

**Visa Status**

Permission to work in Japan required

#### Job Description

The role helps the company clients meet their growth objectives by developing and maintaining close relationships with their clients.

**Client Details**

Our client is a global consulting firm that provides market research, analysis, and consulting services to various industries.

**Description**

The role helps the company clients meet their growth objectives by developing and maintaining close relationships with their clients. Among the main responsibilities:

- Communicate with clients via phone, email, and in-person to understand their needs and to educate them on the company's offerings
- Effectively communicate Client Satisfaction/Dissatisfaction to relevant parties
- Achieve subscription renewals so that clients will continue accessing selected research reports, market analysis, and other services included in their subscription package

- Identify additional needs and generate qualified leads for the sales team
- Collaborate with Sales/Analyst teams to match the client needs with the company's products and services

#### **Job Offer**

- Excellent career path opportunities
- Chance to develop a variety of invaluable professional skills
- Flexible work environment

To apply online please click the 'Apply' button below. For a confidential discussion about this role please contact Davide Capretta at +81 3 6832 8675.

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#### **Required Skills**

The Team in Tokyo is looking for candidates with the following qualifications:

- Solid customer service experience handling clients
- Proficient in Microsoft Office - Word and Excel
- Native level of Japanese language
- Business level of English

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#### **Company Description**

A global consulting firm that provides market research, analysis, and consulting services to various industries.