



クライアントサービスマネージャー/CLIENT SERVICES MANAGER【ビジネスレベル英語歓迎】

メディア運用経験者歓迎

## Job Information

### Hiring Company

GroupM Japan K.K.

### Job ID

1489862

### Division

Essence

### Industry

Other (Advertising, PR, Media)

### Company Type

International Company

### Job Type

Permanent Full-time

### Location

Tokyo - 23 Wards, Shibuya-ku

### Train Description

Yamanote Line Station

### Salary

6.5 million yen ~ 10 million yen

### Refreshed

August 8th, 2024 09:02

## General Requirements

### Minimum Experience Level

Over 3 years

### Career Level

Mid Career

### Minimum English Level

Business Level

### Minimum Japanese Level

Business Level

### Minimum Education Level

Bachelor's Degree

### Visa Status

Permission to work in Japan required

## Job Description

### About the role

The Client Services team is responsible for creating and enhancing the conditions by which our clients love our work through building strong and lasting relationships, living and breathing their business, understanding the broader context of marketing, knowing the levers of digital media, and driving and orchestrating the campaign delivery process.

### Some of the things we'd like you to do

- Drive relationships with the day-to-day clients and confidently field and manage requests, input and feedback
- Manage expectations with clients and ensure every deliverable is documented and disseminated to the broader team
- Assist in managing client satisfaction and identifying any issues or barriers and escalate as necessary
- Understand client billing process and ensure team compliance
- Engage with clients to define actionable briefs for select campaigns, and assist with larger / complex campaign briefs
- Run a daily agency-only collaboration session and a weekly client status
- Create campaign timelines, identifying key milestones and checkpoints
- Coordinate and facilitate with discipline practices (e.g. strategy, analytics) to ensure campaign deliverables meet client expectations
- Provide project management support during the campaign lifecycle to ensure on time completion of deliverables, coordinate across practices, identify potential risks and issues, and escalate to Client Service senior leadership as necessary
- Partner with senior management on the development of operational guidelines including staffing / scoping and financials
- Serve as the direct manager of 1-2 reports including outlining annual performance goals and monitoring and encouraging career development opportunities
- Provide timely and actionable feedback to the broader client team to aid in their development and improvement

### Required Skills

#### A bit about yourself:

- A degree from a top-tier university or equivalent
- An exceptional ability to learn new concepts and challenge the status quo
- A passion for everything digital, with an active interest and understanding of online advertising industry trends
- Excellent communication skills, both verbal and written, are particularly important in developing relationships with clients and local partner agencies and maintaining efficient communication across the team
- Ability to recognize and resolve problems quickly and efficiently
- Diligent and attentive to detail; able to follow through on projects and/or issues
- Great analytical skills (including quantitative analysis) and confidence in making information based decisions
- Computer literate with good skills in all basic Office programs (including Excel)
- Fluency in Japanese and English

#### 労働条件

- 勤務地：恵比寿ガーデンプレイスタワー
- 契約期間：期間の定めなし
- 試用期間：あり（3カ月）
- 就業時間：就業時間：9:00～18:00（休憩1時間含む）
- 休日：土日祝日、年末年始休日、企業が定める休日
- 社会保険：健康保険、厚生年金、労災保険、雇用保険
- 福利厚生：確定拠出年金、生命保険、所得補償保険など

#### About Essence:

Essence, part of GroupM, is a global data and measurement-driven media agency whose mission is to make advertising more valuable to the world. Clients include Google, Flipkart, NBCUniversal, L'Oreal and the Financial Times. The agency is more than 1,800 people strong, manages \$4B in annualized media spend and deploys campaigns in 106 markets via 20 offices in APAC, EMEA and North America.

#### About Japan:

Japan is both the world's third-largest media market and third-largest e-commerce market. As one of the first markets to develop a full mobile e-commerce ecosystem circa 2001 to 2002, Japanese digital consumers are experienced and discerning; digital marketing campaigns are sophisticated, multi-layered labor of love. While growth is lower in this mature market, e-commerce is projected to increase by 12% in 2016, 11% in 2017 – emerging technologies are driving substantial growth. Programmatic spend across all devices has seen a 156% increase between 2012 and now, with mobile Programmatic spend expected to grow 174% between now and 2017. If you want to excel in a mature, refined media advertising atmosphere and reach savvy consumers with equally-savvy media plans, Japan is the place to be.

GroupM is an equal opportunity employer. We view everyone as an individual and we understand that inclusion is more than just diversity – it's about belonging. We celebrate the fact that everyone is unique and that's what makes us so good at what we do. We pride ourselves on being a company that embraces difference and truly represents the global clients we work with.

### Company Description