



UX Researcher

Job Information

Recruiter

[Advisory Group K.K.](#)

Job ID

1490028

Industry

Internet, Web Services

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

8 million yen ~ 14 million yen

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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

Customer Experience Strategist

Position Overview:

- This role involves leading UX research to gain valuable insights about customers. Reporting to the VP of Experience, the strategist collaborates with cross-functional teams (UX Design, Marketing, Data Science, Product, CS, Sales) and external partners to conduct research and usability studies. The goal is to enhance the user experience by making it more intuitive, accessible, and seamless.

Key Responsibilities:
1. Conducting Research:

- Own all UX research efforts, managing multiple projects simultaneously.
- Set research agendas and proposals in collaboration with the VP of Experience.
- Plan, gather, and analyze user insights through new studies and existing data reviews.
- Deliver well-documented, actionable research findings to internal teams.
- Manage and analyze usability sessions with internal support or research vendors.

2. Cross-functional Communication & Stakeholder Management:

- Collaborate closely with the Consumer & Market Insights Specialist to present findings to business stakeholders.
- Ensure service solutions align with customer needs and business goals.
- Influence product and design decisions through strong interpersonal skills.
- Develop a UX research roadmap for continuous product improvement.
- Conduct workshops to align internal business needs.

3. Strategy:

- Advise on appropriate research methods based on experience.
- Conduct competitor and exemplar analysis.
- Manage the annual plan and budget for UX research.

Requirements:

- 3+ years as a UX researcher in a fast-paced environment, with experience in Japanese user interviews.
- Competency in research tasks, data analytics, and qualitative research methods.
- Strong commercial acumen and strategic collaboration skills.
- Effective time-management and experience with remote testing tools.
- Japanese language proficiency at a business level.

Desirable Experience:

- Bachelor's degree in a human behavior-related field or equivalent work experience.
- Business-level English proficiency.

Company Description