



PLAYBOOK

Senior Implementation Consultant/Lead

Job Information

Recruiter

[Playbook](#)

Hiring Company

Our Client is one the Biggest Public SaaS Application Vendor

Job ID

1493112

Industry

Software

Company Type

Large Company (more than 300 employees) - International Company

Non-Japanese Ratio

Majority Japanese

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

10 million yen ~ 20 million yen

Salary Bonuses

Bonuses paid on top of indicated salary.

Salary Commission

Commission paid on top of indicated salary.

Refreshed

October 1st, 2024 07:00

General Requirements

Minimum Experience Level

Over 3 years

Career Level

Mid Career

Minimum English Level

Fluent

Minimum Japanese Level

Business Level

Minimum Education Level

Bachelor's Degree

Visa Status

Permission to work in Japan required

Job Description

Our team is growing and we are looking for an Implementation Consultant/Partner Project Manager to join our Client Services team. You'll work closely with customers to implement company to help their business needs and challenges.

About The Role

- Take ownership of clients onboarding, implementation projects both delivered internally and oversight to partner delivered services .
 - Build strong relationships with our clients to understand their needs and ensure their success with the company
 - Act as a project manager to ensure timelines are met
 - Work with customers to build their most time-sensitive workflows into the company and ensure there is a clear end-user training plan for those workflows.
 - Empower customers to connect their goals and challenges with the solution in the company
 - Lead online webinars, consultations, and one-on-one demos to educate customers on the features of our product
 - Build, own, and execute client success and onboarding plans
 - Spearhead internal cross-functional improvement projects
 - Represent the voice of the customer and influence product development roadmap
 - Assist partners in building and designing complex and customized technical solutions for the company customers specific needs.
 - Assist in training and enable new service partners and facilitate knowledge transfer for existing service delivery partners
 - Being an escalation point for partners and their clients throughout the PS project delivery process
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Required Skills

Requirements

- Bilingual-bicultural, with 2-3 years of experience in B2B SaaS as technical Customer Success / Implementation Manager / Technical Project Manager / Technical Account Manager / Technological Consultant, specifically within onboarding and implementation of software.
 - Experience in leading product implementation projects involving hands on implementation.
 - Strong project management skills to keep projects on-track and manage unique flows.
 - At least 2 years of experience implementing new technology for medium and large organizations.
 - Strong problem solving skills
 - Ability to clearly articulate technical topics to a non-technical audience
 - Superb written and verbal communication skills
 - Positive attitude, empathy, and high energy
 - Strong customer-facing and presentation skills with the ability to establish credibility with executives
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Company Description