



AQS Client Success, Consultant

Job Information

Hiring Company[ANAQUA K.K.](#)**Job ID**

1503433

Industry

Software

Company Type

International Company

Non-Japanese Ratio

Majority Japanese

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards, Chiyoda-ku

Salary

Negotiable, based on experience

Salary Bonuses

Bonuses included in indicated salary.

Salary Commission

Commission included in indicated salary.

Work Hours

5:00-22:00の間で実働7時間（残業あり）

Holidays

Weekends, National holidays and New Year holidays

Refreshed

December 26th, 2024 00:00

General Requirements

Minimum Experience Level

Over 3 years

Career Level

Mid Career

Minimum English Level

Business Level (Amount Used: English usage about 50%)

Minimum Japanese Level

Native

Other Language

French - Business Level

クライアント様とは日本語でのコミュニケーションがメインですが、フランスをメインに海外オフィスとのコミュニケーションで英語必須

Minimum Education Level

Bachelor's Degree

Visa Status

Permission to work in Japan required

Job Description

***When applying, please send us your cv both in English and Japanese with desired salary.**

Position: AQS Client Success, Consultant

Employment type: Full time

Working location: Tokyo / Hybrid (working in the office at least once a week is encouraged).

Report to: AQS Client Success, Associate Director

Responsibilities/Objectives**You'll Love This Job if You Like To...**

- Provide best-in-class support for patent and trademark clients
- Support the sales team during the latter stages of the process to educate clients on the services
- Manage client relationships for new and existing clients
- Form trusted relationships with a focus on providing solutions to client requirements in a timely manner
- Proactively communicate and collaborate with external and internal clients to keep portfolio records current, accurate and valid
- Establish and maintain close working relationship with colleagues and teams across all territories to support a 'one firm' service delivery
- Take a commercial approach to develop client relationships
- Monitor docketing
- Deliver data reconciliation
- Provide internal and external software training related to the Services division
- Author and update process documentation
- Engage in continuous process improvements and change management across the business

Office

Tokiwabashi Tower 9F, Otemachi2-6-4, Chiyoda-ku, Tokyo

Headquarters: Boston, MA

Benefits

- SOCIAL INSURANCE:健康保険、厚生年金、雇用保険、労災保険

- HOLIDAYS: Weekends, National holidays and New Year holidays

- OTHERS: Free food and drinks, Paid sick leave, Office Casual attire and volunteer holiday

Required Skills**Requirements (Must Have)**

- Fluent in Japanese
- Business-level English
- Bachelor's Degree
- Client-facing skills and experience
- Excellent problem-solving skills
- Superb attention to detail, accuracy and strong organizational skills
- Demonstrative proactive client relationship skills
- Ability to multitask and work on multiple complex tasks
- Ability to diligently review various documents and client files
- Excellent communication skills and the ability to interact professionally with a diverse group of executives, managers, subject matter experts, and administrative professionals
- Excellent reading comprehension in Japanese and English
- Maintain high level of confidentiality and professionalism
- Motivated and the ability to work in a fast-paced, team environment
- Ability to work independently and time management
- Team player
- Work international business hours

(Nice to Have)

- Experience in the IP industry or solid understanding of intellectual property
 - Language skills: French
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Company Description