



AQS Client Success, JP Payment ANAQUA Services Association

Job Information

Hiring Company

ANAQUA K.K.

Job ID

1503434

Industry

Software

Company Type

Small/Medium Company (300 employees or less) - 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。業務に支障のない範囲で就業時間自由)

Holidays

Weekends, National holidays and New Year holidays

Refreshed

March 6th, 2025 01:00

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

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, Finance Specialist

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
- Manage annuity payments
- Resolve payment issues such as rejected cases from the Japan Patent Office
- Manage invoices, credit notes, statement of account, quotes, and any other Finance related tasks.
- 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 payment records current and accurate
- Establish and maintain close working relationship with colleagues and teams across all territories to support a 'one firm' service delivery
- Support the team on administrative tasks
- Support the sales team during the latter stages of the process to educate clients on the services

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
- 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
- Client-facing job experience minimum 3 years

(Nice to Have)

- Experience in Finance
- Language skills: French

Company Description