



Michael Page

www.michaelpage.co.jp

Bilingual Digital Program Manager (Japanese & English)

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Job Information

Recruiter

Michael Page

Job ID

1506164

Industry

Internet, Web Services

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

Negotiable, based on experience

Refreshed

November 21st, 2024 19:45

General Requirements

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

Business Level

Minimum Education Level

High-School

Visa Status

Permission to work in Japan required

Job Description

- Work as a Bilingual Digital Program Manager for Japan's leading e-commerce marketplace, managing live chat solutions and collaborating across teams to enhance customer experience.
- This role combines project management, technical expertise, and bilingual communication, with a flexible, flat work environment, including one day of remote work per week.

Client Details

- The client is one of Japan's largest and most influential e-commerce platforms, renowned for its expansive marketplace and cutting-edge digital services.
- They are a leader in driving innovation across online shopping, logistics, and technology, connecting millions of customers and merchants.
- With a commitment to transforming the shopping experience, the company offers a multinational environment where professionals can thrive and contribute to impactful projects on a global scale.

Description

- Client Collaboration: Act as the primary point of contact for enterprise clients, managing live chat project deployments

to meet business objectives.

- **Project Management:** Oversee project lifecycles, including requirements gathering, task allocation, and milestone tracking, while balancing client needs and timelines.
- **Team Coordination:** Manage cross-functional teams, including IT developers and business users, to deliver quality solutions.
- **Data-Driven Insights:** Analyse live chat performance data, generate actionable insights, and present strategies supported by ROI metrics to drive growth.
- **Process Improvement:** Identify and implement process enhancements to optimise project delivery and service quality.
- **Performance Reporting:** Provide regular performance updates through detailed KPI reporting and support clients with tailored solutions based on analytics.
- **Bilingual Communication:** Engage seamlessly with Japanese-speaking and English-speaking stakeholders to align technical and business expectations effectively.
- **Training and Consultation:** Lead workshops, offer technical guidance, and support clients in leveraging live chat technology to improve user experiences.

Job Offer

- **Multinational Environment:** Work alongside professionals from diverse backgrounds in a globally recognised e-commerce marketplace.
- **Career Growth:** Opportunity for a contract-to-permanent conversion based on performance.
- **Cutting-Edge Technology:** Be part of projects using innovative and advanced digital solutions.
- **Flexible Work Culture:** Flat organisational structure with a flexible working environment, including one day of work-from-home each week.
- **Professional Development:** Collaborate with talented teams and contribute to impactful projects in a supportive setting.

To apply online please click the 'Apply' button below. For a confidential discussion about this role please contact Tom Emms on +81 3 6402 1596.

Required Skills

- **Bilingual Proficiency:** Fluent in both Japanese and English, with excellent written and verbal communication skills for seamless interaction with stakeholders.
- **Technical Expertise:** Solid background in live chat technologies and hands-on technical roles, with experience in SDLC methodologies and data-driven decision-making.
- **Project Leadership:** Proven ability to manage multiple projects, coordinate cross-functional teams, and deliver high-quality results on time and within budget.
- **Analytical Mindset:** Skilled in analysing data sets to identify trends, derive business value, and propose actionable strategies.
- **Customer-Centric Approach:** Experienced in consulting with clients, developing tailored solutions, and building strong, lasting relationships.
- **Adaptability:** Flexible and capable of managing change, mentoring team members, and fostering a collaborative work environment.
- **Organisational Skills:** Highly organised, with the ability to prioritise tasks and manage competing demands effectively.

Company Description

Leading global company in the e-commerce and tech space, known for its innovative marketplace solutions. International work environment, with cutting edge tech.