



## Customer Success Manager

### Job Information

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

1523930

**Industry**

Other (IT, Internet, Gaming)

**Job Type**

Permanent Full-time

**Location**

Tokyo - 23 Wards

**Salary**

Negotiable, based on experience

**Refreshed**

February 28th, 2025 18:45

### General Requirements

**Minimum Experience Level**

Over 3 years

**Career Level**

Mid Career

**Minimum English Level**

Business Level

**Minimum Japanese Level**

Native

**Minimum Education Level**

Bachelor's Degree

**Visa Status**

Permission to work in Japan required

### Job Description

**Overview**

The Customer Success Manager is an entry level position in the CS organization and will work with customers on general maintenance and support for new and on-going implementations. In this role, the CSM may be the direct line for exchange managers and contract signers to address inbound questions and issues while supporting sales and interacting with other internal groups. The CSM will work under the guidance of other CS professionals and will apply professional concepts, or company policies and procedures to execute work and resolve routine issues. This role prepares employees for Senior CSM.

**Responsibilities**

- Responsible for the coordination and completion of projects on Customer Success team.
- Customer onboarding / platform training
- Develop familiarity with a variety of the field's concepts, practices, and procedures.
- Work closely with their assigned sales teams.
- Define project scope, determine appropriate project features and functionality, liaise with key contacts throughout the active project engagement process.
- Manage customer relationships and expectations, liaise with sales as well as other internal teams.

**About the Company**

SS&C is a global provider of investment and financial services and software for the financial services and healthcare industries. Named to Fortune 1000 list as top U.S. company based on revenue, SS&C is headquartered in Windsor, Connecticut and has 20,000+ employees in over 90 offices in 35 countries. Some 18,000 financial services and healthcare organizations, from the world's largest institutions to local firms, manage and account for their investments using SS&C's products and services.

**About the Team**

SS&C Intralinks is the leading worldwide Fintech SaaS solution for the global banking, deal-making and capital markets communities. Our industry leading technology enables the secure flow of information, empowering the largest banks and companies around the world to execute deals more productively, safely, and with complete confidence. As a Sales Manager, you will be responsible for leading a team of Account Executives who are working directly with our largest deal-making clients enabling some of the most strategic and most highly visible transactions in the business world.

At SS&C Intralinks, we develop relationships with both Advisory (Investment Banks & Law Firms) and Corporate Development professionals (Fortune 1000 corporate dealmakers). We provide business value to customers by providing solutions that enable mission critical mergers, acquisitions, divestitures, capital raises and corporate restructuring, and other strategic transactions.

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**Required Skills****Qualifications**

- Passionate about customer success.
- Business level Fluency in English and native level Japanese (Other languages will also be a plus!).
- Solid presentation skills, communication skills, technical acumen, and problem solving skills.
- Experience providing customer service.

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**Company Description**