



## PLAYBOOK

## Senior Implementation Consultant/Lead

## 募集職種

## 人材紹介会社

[Playbook](#)

## 採用企業名

Our Client is one the Biggest Public SaaS Application Vendor

## 求人ID

1493112

## 業種

ソフトウェア

## 会社の種類

大手企業 (300名を超える従業員数) - 外資系企業

## 外国人の割合

外国人 少数

## 雇用形態

正社員

## 勤務地

東京都 23区

## 給与

1000万円 ~ 2000万円

## ボーナス

固定給+ボーナス

## 歩合給

固定給+歩合給

## 更新日

2024年10月01日 07:00

## 応募必要条件

## 職務経験

3年以上

## キャリアレベル

中途経験者レベル

## 英語レベル

流暢

## 日本語レベル

ビジネス会話レベル

## 最終学歴

大学卒： 学士号

## 現在のビザ

日本での就労許可が必要です

## 募集要項

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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## スキル・資格

### 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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## 会社説明