

Customer Success Manager [Global SaaS Vendor]

Digital Transformation solution

募集職種

人材紹介会社

株式会社ロバートハーフジャパン

求人ID

1493544

業種

その他 (IT・インターネット・ゲーム)

雇用形態

正社員

勤務地

東京都 23区

給与

1200万円 ~ 1500万円

更新日

2024年09月09日 17:45

応募必要条件

職務経験

6年以上

キャリアレベル

中途経験者レベル

英語レベル

ビジネス会話レベル

日本語レベル

ネイティブ

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

Company Profile

- A global SaaS company, considered a global leader in a key pillar of enterprise companies' digital transformation efforts is currently investing further in to the Japanese market and currently seeking a Customer Success Manager.

The Role

- The Customer Success Manager plays a pivotal role in improving efficiency and ROI of software spending
- The key success metrics in this role will be to achieve satisfactory subscription net-retention and CSAT scores, and business impact
- Building and maintaining strong, long-term relationships with customers
- Identifying and addressing customer needs, concerns and opportunities to drive ROI
- Collaborating with other departments to ensure customer success metrics are met
- Proactively engage each account to identify risks and to ensure usage is maximized

Your Skills

- 3+ years' experience as a Customer Success Manager for a software firm, preferably facing large enterprise customers
- A good conceptual understanding of software business applications i.e. ERP/CRM
- Experience in owning renewal and expansion targets and leading consultative value and ROI discussions
- Ability to think strategically, executing tactically whilst ensuring the highest level of customer satisfaction
- Personality traits: proactive, high level of integrity, strong collaborator and team player
- Japanese (Native) / English (Business level)

Location

Tokyo

Salary

12 - 15 million yen

Selling points

- The Japan team has experienced tremendous growth since its inception five years ago and Japan is considered as one of its strategic markets for further investments
- The platform has been adopted by many Japanese enterprise companies as a key-pillar of achieving successful digital transformation

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