



AQS Client Success, Consultant

募集職種

採用企業名

株式会社ANAQUA

求人ID

1503433

業種

ソフトウェア

会社の種類

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, 千代田区

給与

経験考慮の上、応相談

ボーナス

給与：ボーナス込み

歩合給

給与：歩合給込み

勤務時間

5:00-22:00の間で実働7時間（残業あり）

休日・休暇

Weekends, National holidays and New Year holidays

更新日

2025年01月30日 15:00

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

ビジネス会話レベル (英語使用比率: 50%程度)

日本語レベル

ネイティブ

その他言語

フランス語 - ビジネス会話レベル

クライアント様とは日本語でのコミュニケーションがメインですが、フランスをメインに海外オフィスとのコミュニケーションで英語必須

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

***When applying, please send us your cv both in English and Japanese with desired salary.**

Position: AQS Client Success, Consultant

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
- Support the sales team during the latter stages of the process to educate clients on the services
- 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 portfolio records current, accurate and valid
- Establish and maintain close working relationship with colleagues and teams across all territories to support a 'one firm' service delivery
- Take a commercial approach to develop client relationships
- Monitor docketing
- Deliver data reconciliation
- Provide internal and external software training related to the Services division
- Author and update process documentation
- Engage in continuous process improvements and change management across the business

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

スキル・資格**Requirements (Must Have)**

- Fluent in Japanese
- Business-level English
- Bachelor's Degree
- Client-facing skills and experience
- 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

(Nice to Have)

- Experience in the IP industry or solid understanding of intellectual property
- Language skills: French

会社説明