

「プロだからわかる、あなたのスキルが活躍の場所」
60以上の業界・職種に特化した専門チームがサポート

Robert—
Walters

【英語を活かす】カスタマーサクセスマネージャー / Customer Success Manager

世界的ITサービス企業にて、カスタマーサクセスマネージャーの求人がございます。

募集職種

人材紹介会社

ロバート・ウォルターズ (Robert Walters)

採用企業名

世界的ITサービス企業

求人ID

1524742

業種

インターネット・Webサービス

雇用形態

正社員

勤務地

東京都 23区

給与

800万円 ~ 1200万円

勤務時間

お問い合わせください

休日・休暇

完全週休2日制, 土日祝日休み, 有給休暇

更新日

2025年04月15日 00:00

応募必要条件

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

流暢

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

A global IT service provider is looking for a Customer Success Manager. The selected candidate will manage customer relationships, drive product adoption, and ensure contract execution and satisfaction.

One of the world's leading IT service providers that has a long history of developing innovative technologies for security and identity management. Headquartered in Europe, this company is a true pioneer in providing software solutions for the government and private institutions.

Keywords:

カスタマーサクセス, マネジメント, ITサービス, 求人, 外資系

Job Ref: 294T3T

Responsibilities:

- Build and maintain strong customer relationships, ensuring contract execution and KPI fulfillment
- Analyse customer journey insights and develop success plans to support customer goals
- Drive adoption of products and features while proactively communicating updates
- Ensure operational readiness for new customers, renewals, and change requests
- Identify upsell opportunities to enhance customer value
- Handle escalations and coordinate internal teams for critical issues

Requirements:

- More than 5 years of experience as Operations Manager, Service Delivery Manager, or Customer Success Manager in the Telecom/ IT industry
- Proven industry standard software development and service management methodologies experience
- Prior direct customer facing experience is a plus
- Background in service delivery on cloud platform
- Familiarity in IT digital solutions setup
- Knowledge with customer success best practices is preferred
- Possess valid ITIL V4 Foundation or PMP certification is ideal
- Fluent level written and verbal English, Japanese, and Korean

会社説明

We've been a driving force in the Japanese bilingual recruitment market, providing high quality candidates for our clients and access to the best jobs for over 20 years. We operate a team-based profit share system which, we believe, sets us apart from the majority of competitors by enabling us to always put the interests of our clients and candidates first. That means we can find the best fit for employer and job seeker, and we never push people into unsuitable roles.