

Marketing Coordinator (Japanese Speaker)

Responsibilities:

SALES ENABLEMENT

- Manage translations and proofreading process of all sales collateral and thought leadership content across APAC
- Lay out translations into template/ brief projects into JIRA
- Ensure the latest collateral are posted to our Sales Site
- Printing and shipping of collateral
- Assist with local sales campaigns and initiatives

MARKETING CAMPAIGNS

- Track all leads generated from our APAC events, campaigns and activities
- Lead the coordination of the local Japanese refresh of the company's Japanese (Dowjones.co.jp) website, including upkeep of the Japan website to incorporate updates from the Dow Jones global site plus any local market updates such as events, content and press releases. Test the website on a continuous basis to ensure page is running smoothly without bugs and to monitor on an ongoing basis any issues to be flagged to the technical teams
- Adapt global creative for regional usage across print, digital, social media platforms
- Keep a close eye on industry trends and news and conduct quarterly competitive reviews
- Research and investigate prospect audiences for campaign and events planning

EVENTS

- Prepare the Creative brief for events and manage the review/ approval process of the creative elements
- Run point (with help from the APAC marketing team) on the day of the event including registration of guests, greeting and prepping of guest speakers, directing and managing of hotel staff, clicking of slides, etc.
- Prepare goody bags/ name badges for events
- Data input and analyze all post-event survey results from hosted events to help improve all future events.
- Date input all contacts/business cards collected from 3rd party events within 48 hours of the event and upload to Salesforce.com
- Maintain speakers' bank

ADMINISTRATIVE DUTIES

- Shipping (premiums, collateral, event materials)
- Update/ manage the APAC events on the global calendar (dates, KPIs, etc)
- Support the local sales teams with regional projects such as creating e-cards for Chinese New Year's, Japanese New Year's, Mid-Autumn Festival
- Recap all conference calls and meetings and disseminate to wider Marketing team
- Process invoices and manage monthly budgets

Requirements:

- 2-3 years working experience in Marketing/ Advertising
- Strong communicator, written and oral English and Japanese
- Proactive independent multi-tasker
- Knowledge of website and social media marketing preferred
- Detail-oriented and highly motivated



- Strong computer applications skills (Excel, Word, Access)
- BA/BS College degree required

How do I apply?

Dow Jones offers an exceptional opportunity to work for one of the world's leading financial and business news companies. We invite interested candidates to submit in confidence a cover letter and detailed resume stating your qualifications, contact details and current and expected salary via our Career Site. Only shortlisted candidates will be notified.

https://dowjones.wd1.myworkdayjobs.com/Dow_Jones_Career/job/Hong-Kong/Marketing-Coordinator_Job_Req_12560

Customer Service Associate (Japanese and English)

Who is my manager?

Customer Support Supervisor

What are my accountabilities?

- Ability to communicate with our global customers in both written and spoken Japanese and English within a corporate environment
- Maintain a high degree of customer service for all support queries and adhere to all service management principles and Service Level Agreements
- Provide excellent customer service to customers in a courteous, effective and timely manner to ensure resolution of customer contacts
- Ensure all relevant procedures are followed from beginning to resolution
- Make independent decisions to resolve customer issues with strong problem solving and negotiation skills
- Work with other Dow Jones departments to ensure escalated issues are handled timely and correctly
- Own a customer case by being the named case manager bringing the case to final conclusion
- Perform administrative functions as may be required in order to fulfil member requirements
- Act as an internal voice of the customer
- Actively seek out opportunities for self-improvement, keeping up with new product trainings and process knowledge

What do you need from me?

- Speaks Native Japanese, fluent English within corporate environment
- Superior verbal and written communication skills with the ability to quickly establish trust and reliability over the phone
- Ability to listen, empathize, and effectively handle challenging customers in a professional and pleasant manner
- Sound judgment and a commitment to customer satisfaction with the ability to build and develop relationships to identify problems, assess needs, and find solutions
- Ability to maintain a positive attitude in an often busy and intense environment
- Strong aptitude and desire to learn new technical systems and applications
- Proficiency with Microsoft Office and web browsing
- Attention to detail and the ability to prioritize and meet deadlines
- Ability to follow a large set of procedural guidelines to a very high accuracy level and adjust to changes when required
- Positive outlook on change and flexible approach to team-based work environment and structure
- Desire to grow with the company
- College degree required
- Must be flexible to work on weekend and public holidays when assigned. (5 days work)

How do I apply?

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https://dowjones.wd1.myworkdayjobs.com/Dow_Jones_Career/job/Tokyo/Customer-Service-Associate_Job_Req_11737

****Only shortlisted candidates will be notified****

Customer Service Associate (Mandarin, Cantonese and English)

Who is my manager?

Customer Support Supervisor

What are my accountabilities?

- Ability to communicate with our global customers in both written and spoken Cantonese, Mandarin and English within a corporate environment
- Maintain a high degree of customer service for all support queries and adhere to all service management principles and Service Level Agreements
- Provide excellent customer service to customers in a courteous, effective and timely manner to ensure resolution of customer contacts
- Ensure all relevant procedures are followed from beginning to resolution
- Make independent decisions to resolve customer issues with strong problem solving and negotiation skills
- Work with other Dow Jones departments to ensure escalated issues are handled timely and correctly
- Own a customer case by being the named case manager bringing the case to final conclusion
- Perform administrative functions as may be required in order to fulfil member requirements
- Act as an internal voice of the customer
- Actively seek out opportunities for self-improvement, keeping up with new product trainings and process knowledge

What do you need from me?

- Speaks fluent Cantonese, Mandarin and English within corporate environment
- Superior verbal and written communication skills with the ability to quickly establish trust and reliability over the phone
- Ability to listen, empathize, and effectively handle challenging customers in a professional and pleasant manner
- Sound judgment and a commitment to customer satisfaction with the ability to build and develop relationships to identify problems, assess needs, and find solutions
- Ability to maintain a positive attitude in an often busy and intense environment
- Strong aptitude and desire to learn new technical systems and applications
- Proficiency with Microsoft Office and web browsing
- Attention to detail and the ability to prioritize and meet deadlines
- Ability to follow a large set of procedural guidelines to a very high accuracy level and adjust to changes when required
- Positive outlook on change and flexible approach to team-based work environment and structure
- Desire to grow with the company
- College degree required
- Must be flexible to work on weekend and public holidays when assigned. (5 days work)

How do I apply?

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****Only shortlisted candidates will be notified****