



Job Title: Project Coordinator/Client Partner Manager, Records Creative

Department: Records Creative Team, Tokyo

Location: Tokyo Office/Hybrid Working

Reports to: Head of Client Partner - Records Creative Team

What you will do

The role sits within the Guinness World Records Japan Office's Records Creative Team, and it will comprise of two parts: project coordination and client partnering.

As **Project Coordinator**, the role will support the planning and delivery of projects and events by coordinating with stakeholders both internal and external to ensure clear communication, organised processes, and timely outcomes.

As **Client Partner Manager, Records Creative**, the role entails evaluating and verifying record inquiries while collaborating with the commercial sales team and the prospective client to understand their motivations and provide customized, creative solutions, ensuring the process is both accessible, motivating, and overall successful.

Key tasks

Key tasks involved include but are not limited to coordinating projects and events with both internal and external stakeholders; supporting clients by aligning records with their vision and goals and providing tailored solutions; assessing evidence to determine whether records were achieved and keeping the database up-to-date; booking adjudicators for events and conducting necessary research for geopolitical risk assessments; and maintaining high client service standards with timely communication.

Key requirements and capabilities

- **2-5 years** of tangible experience within an account management, client handling role that also includes project and/or event coordination.
- Undergraduate Degree preferred but not required
- Must be proficient in MS Excel, Word and PowerPoint.

Capabilities:



- **Client-Centric Focus:** Focuses on understanding the client's vision and offering solutions that empower them to succeed, ensuring a holistic support system throughout the client journey.
- **Adaptability:** Ability to quickly absorb new information with a positive attitude and handle changing tasks and demands.
- **Effective Communication:** Clear verbal and written skills for smooth client and team interactions.
- **Presentation Skills:** Ability to communicate directly to client.
- **Collaboration and Innovation:** Fosters a collaborative environment with clients and internal teams, ensuring that the record solutions proposed are innovative, achievable, and aligned with the client's goals.
- **Attention to Detail:** Precision in tasks, particularly in record application processing.
- **Problem Solving:** Identifying and addressing issues with guidance from experienced team members.
- **Research Basics:** Fundamental research techniques as part of the role.
- **Confidentiality Awareness:** Commitment to maintaining the confidentiality of sensitive information.
- **Passion for Brand:** Enthusiasm for the company's brand and values, fostering dedication.
- **Language skills:** Fluency in both English and Japanese is a must. Skills in additional languages would be favourably considered.

Key relationships

- Head of CPRCT
- Commercial Account Services Team
- Commercial Marketing
- Global Counterparts
- Adjudicators

Life at GWR

A transparent structure with a values-driven & collaborative culture.

- Flexible / hybrid-working policies.
- 20 days of Annual Leave, 14 days of Paid Sick Leave per year



- 2 Volunteer Days per year
 - 30% Staff discount on GWR-branded merchandise
 - Seasonal Friday Hours - a 1pm finish in the summer or a 4pm finish in the winter.
 - Meet Record Holders - each office regularly arranges virtual and in-person opportunities for us to connect with each other and to hear inspiring stories direct from our amazing record holders.
 - Annual Staff awards celebrating peers
 - Full Social insurance coverage
 - Reimbursement for commuting expenses
 - Personal development: Support includes access to LinkedIn Learning, reimbursement for books, exam fees for certifications, and participation fees for seminars, lectures, and networking opportunities.
 - Recreation-related activities include team-building events such as Christmas party, cherry blossom viewing picnic, field trip, sports day, Halloween party, as well as welcome and farewell parties, and monthly social gatherings.
- Want to find out more about what we can offer you? Please view our Job Perks pages:
<https://www.guinnessworldrecords.jp/about-us/life-at-gwr>

We live by our values

- **Integrity** of our records, assessing claims with objectivity and enthusiasm and free from prejudice or bias.
This integrity extends to our people, the way we act, the way we do business and the way we make decisions.
- **Respect** for our record holders and challengers, our brand, our people, our business partners and our owner.
- **Inclusiveness** is central to achieving our Vision. We believe in offering record-breaking for everyone, everywhere.
- **Passion** in our enthusiasm about records and record holders, our brand and purpose, our people, and how we demonstrate that in our work and to our customers.
- **Fun** is part of everything we do. It is one of the reasons we are here and will always be at the heart of how we behave.