

Nouvelle Medias 03-3234-6601

Yombancho Bld. No.1 5F 5-6 Yombancho Chiyoda Ward Tokyo 102-0081



Event and Service Specialist (ESS)

Job description

Nationwide TV programs and TV commercials, live videos and music videos of famous artists, distribution of large-scale festivals, PR movies and events of major companies... We at Nouvelle Medias are a well-established production company capable of producing videos and events of all genres. We are looking for staff who can utilize their language skills and engage in event-related work for the newly established event management team (7-9 people planned) at our client, a major foreign-affiliated IT company. Our goal is to provide a one-stop solution for events of various genres held in the company's event space, and to provide organizers and guests with a world-class experience.

The **Event and Service Specialist (ESS)** is a position that acts as a point of contact for the event organizer on the day of the event at the event (or online). Collaborate with team members and service lines (internal sections such as catering, security, technical production, etc.) to finalize event readiness and address last-minute changes and day-of troubles. While responding, arrange logistics and provide simple production support on site. It will be a front office job where you will have the opportunity to directly contact not only the organizer and each section of the client, but also guests and speakers, build trusting relationships with everyone, and have communication skills that can foresee from the other person's point of view. It is important to have the ability to adapt to situations and respond calmly to unexpected problems.

We are looking forward to receiving applications from those who have the passion to lead a new team to success with their colleagues and grow the business, and the desire to work in a diverse team.

Ideal candidate profile

- A team player who can build relationships with team members and stakeholders with various backgrounds and help, inspire, and encourage each other
- A quick learning generalist with flexibility that can respond to a wide range of tasks and sudden changes flexibly

- Ambitious and has the desire to take on challenges to proactively take on new challenges and learn and grow on their own
- Independent with a sense of responsibility and problem-solving skills to discover problems and propose improvements
- Politeness, attentiveness, and coordination that allow you to look at the entire picture and what is ahead while paying attention to details

Responsibilities

1. Primary contact for the Event Host on event day for both onsite and digital events
2. Serves as an on-site contact for clients during an event
3. Works hand in hand pre-event with Event Manager and service partners to ensure appropriate execution and service delivery in each area of event support catering, audio/video production, security, transportation
4. Reviews on site needs and re-confirms or clarifies any areas of concern prior to event
5. Day of event support could include:
 - a. Being on call and/or onsite during events
 - b. Troubleshooting issues and escalating any advanced needs to the appropriate internal partner
 - c. Assisting with day of execution of digital events including pre-event prep, running slides, playing music, managing livestream and/or recording
6. Communicates any pertinent adds/changes to event team including Event Manager and services lines as needed (i.e.: guarantee changes, schedule changes)
7. Responsible for compiling reports related to on-site events including post-event data

Required conditions and experience

- Business level English and Japanese (A level where meetings and emails can be done smoothly)
- 1 year or more working experience
- Experience in using G-suite / Google Workplace (Google Drive, Slides, Docs, Spreadsheet, Meet, Chat, Calendar, Gmail, etc.)

Preferred conditions/experience

- Experience in event planning, operation, production, marketing, or agency work (event coordinator, event manager, project manager, production desk, producer, director, etc.)
- Basic knowledge of production techniques

- Interest in social media and video distribution platforms
- Experience with production and streaming software such as Final Cut Pro, Premiere Pro, Adobe CC, StreamYard
- Keynote, Microsoft Office

<Start date> From January 2024 (Upon position opening)

<Contract type> Permanent staff (Full-time)

<Working language> English and Japanese *English is the main language for communication with customers (emails, meetings) and documents.

<Workplace> Shibuya (client office)

<Working hours> Standard business hours 10:00-19:00 (8 hours a day) ※Office work

<Vacation> 2 days off per week, 10 days of paid vacation per year (for 1st year)

*Holidays: Basically according to the calendar. There are many events on weekdays during the day. If there is an event on a holiday, you can take compensatory leave.

*Working hours: Work based on events, meetings, and tasks. Aim to work 10:00-19:00 on days when there are no events.

<Recruitment process>

1st: Online HR interview (+language check) *Japanese and English

2nd: In-person department/team interview (+detailed description of job) @Shibuya client office (+online personality test before final interview) *Japanese and English

3rd: In-person executive interview (+written test) @Shibuya Nouvelle Medias office

*Japanese only

<Application documents>

If you have English versions of the following, please submit them as well.

- Rirekisho (Japanese | Required)
- Shokumukeirekisho (Japanese | Required)
- Portfolio (Optional)

<About position>

The final position may be decided after joining the company, taking into account the work situation and the balance of other members.