

Introduction

West Entertainment is a full-service lab, CSP and creative agency. We have brought together the most dynamic team in the industry, with our focus on our Airline and Distributor partners; returning integrity and style to our clients through innovation, hard work, strategic transparent pricing models, strong relationships and a deep understanding of our customers' needs.

Job Description

We are looking for a Media and Account Coordinator to play a vital role in our Content Service Provider division. As a Media and Account Coordinator, you will be responsible for ensuring the seamless execution of media-related tasks, from content management to media distribution. This position requires meticulous attention to detail, native Japanese and strong English communication skills, and the ability to coordinate with multiple teams to meet deadlines and deliver high-quality services. If you are passionate about the entertainment industry and possess the organizational skills to drive operational efficiency, this job is for you!

Your day-to-day

Media and Account Coordinator:

Collaborate with Airline Account Management and Operations teams, distributors, Technical lab to oversee all media asset deliverables coming into Airline.

Liaising with all Japanese content owners to ensure all available and necessary content is entered into the WebyWest CMS. This includes all metadata, copyright information, images and any other associated media deliverables.

Manage all translations for Japanese content with translation vendor, often including copy writing and always including quality control.

Coordinate with all Japanese content owners for final approval on all translations and metadata for Airline client.

Organize and catalogue media files, ensuring accurate metadata tagging, version and language control.

Coordinate with Image Manager for timely delivery of images for all touch points including GUI, magazine, microsite and app.

Assist Airline Account Manager with monthly language requirements from Studios and Labs.

Quality Control:

Manage communication with labs and post-production teams to address any issues or discrepancies in deliverables.

Monitor and report on media asset status and compliance.

Ensure all image deliverables are correct and meet the correct standards.

Produce accurate reports to all stakeholders on a timely basis.

Media Distribution:

Coordinate the distribution of media assets to Airline client and its Technical lab.

Ensure timely delivery of content and troubleshoot any distribution issues.

Track distribution schedules and maintain records of deliveries.

Manage direct metadata uploads to WebyWest CMS and coordinate any additional requirements.

Operational Support:

Assist in the development and optimization of media workflows and processes.

Collaborate with cross-functional teams, including Account Managers, editors, and technical staff, to streamline operations.

Provide support for special projects and initiatives as needed.

Reporting and Documentation:

Update daily client grids with latest deliveries.

Maintain comprehensive documentation of workflows, processes, and best practices.

Identify areas for improvement and propose solutions to enhance operational efficiency.

Compliance and Rights Management:

Ensure compliance with copyright and licensing agreements for all media assets.

Other:

Screening of films and TV as part of the West screening team.

Qualifications:

Proven experience in media operations or a similar role within the entertainment industry.

Native Japanese and Fluent in English.

Strong knowledge of media asset management systems and tools.

Proficiency in media specifications.

Exceptional organizational skills and attention to detail.

Excellent communication and interpersonal skills.

Ability to multitask and prioritize in a fast-paced environment.

Problem-solving skills and a proactive approach to challenges.

Familiarity with digital distribution platforms and industry trends is a plus.

This is a remote position, and the location is ideally based in Tokyo, Japan, however we are open to candidates within the same time zone.

Please send your resume and cover letter in both English and Japanese to talent@westent.com

メディア & アカウント・コーディネーター募集（日本語ネイティブ）

West Entertainment は、航空/会社向けコンテンツサービス(CSP)を手がけるエンターテインメント企業です。

CSP 部門で、メディア管理と日英バイリンガル対応を担う **メディア & アカウント・コーディネーター** を募集しています。

仕事内容（要点）

- 日本の権利元(とのやり取り、メタデータ・画像・著作権情報などの管理
- 翻訳手配・品質チェック、最終承認の調整
- メディアファイルの整理、CMS（WebyWest）へのデータ登録
- 航空会社やラボへのメディア配信・スケジュール管理
- 納品状況の更新やレポート作成
- ラボ・編集・技術チームとの連携、ワークフロー改善
- 映画・TV 作品のスクリーニング業務

求める人物像

- 日本語ネイティブ、英語での読み書き・コミュニケーションが可能な方
- メディアオペレーション経験（または類似業務経験）がある方
- 細かな確認作業やマルチタスクが得意な方
- チームとの調整が好きで、問題解決に前向きな方
- デジタル配信や業界知識があると歓迎

勤務地

- 東京が理想ですが、同一タイムゾーンであれば相談可。この職種はフルリモート（在宅勤務）のポジションです。

英語版と日本語版の履歴書とカバーレターを、talent@westent.com 宛てにお送りください。