



横浜みなとみらい 【Account Manager】 英語力が活かせる！

外資系建設機械のパイオニア

Job Information

Hiring Company

Caterpillar Japan LLC

Job ID

1457586

Industry

Machinery

Company Type

Large Company (more than 300 employees) - International Company

Job Type

Permanent Full-time

Location

Kanagawa Prefecture, Yokohama-shi Nishi-ku

Train Description

Minatomirai Line Station

Salary

8 million yen ~ 11 million yen

Salary Bonuses

Bonuses included in indicated salary.

Work Hours

8:30-17:30

Holidays

土日祝

Refreshed

July 3rd, 2024 09:00

General Requirements

Minimum Experience Level

Over 6 years

Career Level

Mid Career

Minimum English Level

Business Level (Amount Used: English usage about 50%)

Minimum Japanese Level

Fluent

Minimum Education Level

Bachelor's Degree

Visa Status

Permission to work in Japan required

Job Description

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... description.

Global Construction and Infrastructure is looking for an Account Manager to join the Japan district team and cover major accounts to achieve PINS and Services growth. You will provide superior products, solutions, and services to your assigned customers through day-to-day operations and collaboration with business partners. You are also responsible for improving your company's position in the industry. Major accounts include large size of national rental, heavy construction, quarry, cement producer, steel mill and logistics. In this role, you will oversee and coordinates all sales and various solution programs for your assigned client group.

What you will do:

- Consult with dealers and internal business partners on the subject of sales and service support of product to customers.
- Designing processes for informing customer of rates, shipping date, anticipated delays and any additional information needed by the customer.
- Working directly with customers to collect information, sell additional products and services to current customers, and ensure customers' needs are met.
- Collect information related to forecast of customer and industry demand and communicate it internally to reflect it in the production plan.
- Follow organizational and compliance policies and procedures and maintaining clear and direct line of communication within the organization to meet customer requirements.
- Develop and lead a project across organizations with business partners to improve PINS and OPACC and to grow service.

Required Skills

Skills you have:

- Extensive experience in Relationship management and Customer focus - Fosters strong customer relationships via delivery on commitments, open communication, and on-going feedback/improvement.
- Extensive experience in Value selling: Ability to provide overall product/service 'value' and to differentiate support offerings that address clearly understood customer needs
- Extensive experience in Negotiation - Ability to successfully complete significant negotiations, both internal and external and protect own position, while demonstrating willingness to achieve win-win..
- Working knowledge of Account management techniques: ability to manage day-to-day activities, providing services and support to existing clients and effectively coordinating through internal functions.
- Working knowledge of Industry trends and regulatory environment
- Working knowledge of Decision making and critical thinking: ability to accurately analyze situations and reach productive decisions based on informed judgment.

Top candidates will also have:

- Extensive experience in commercial roles involving dealer and/or customer facing interactions
- Demonstrated ability to work independently in a fast-paced environment.
- Knowledge of Caterpillar products and applications
- Strong drive and organizational capabilities

Additional Details

- Ability to travel extensively within territory: up to 40%
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