



ecovadis

Account Executive, Network Growth - Japanese Speaker

Work smart, have fun and make an impact!

Job Information

Hiring Company

EcoVadis

Job ID

1478418

Industry

Other (Consulting and Professional Services)

Company Type

Large Company (more than 300 employees) - International Company

Non-Japanese Ratio

Majority Japanese

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards, Chiyoda-ku

Salary

Negotiable, based on experience

Refreshed

July 9th, 2024 11:00

General Requirements

Minimum Experience Level

Over 3 years

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

Native

Minimum Education Level

Bachelor's Degree

Visa Status

Permission to work in Japan required

Job Description

Our purpose is to guide all companies toward a sustainable world.

EcoVadis is the leading provider of business sustainability ratings. Our solutions are backed by an international team of experts and powerful technology. We analyze data and build sustainability scorecards that give companies actionable insights into their environmental, social and ethical risks.

Why apply to EcoVadis?

Be a part of the global sustainability change in business. Grow your career. Work with extraordinary people. Feel valued for your contribution.

Job Description

Your responsibility would be to ensure the acquisition of new Japanese suppliers in order to grow the EV network of assessed companies, boost response rates, and drive value throughout the EcoVadis onboarding experience.

You are a trusted advisor and can influence everything the customer touches in their first (and future) experience with us. This position interacts with all EcoVadis customers (buyers & suppliers) as well as multiple business units internally to provide high touch service that respects the relationship of the customers to EcoVadis and is a true EcoVadis ambassador.

Responsibilities:

- Engage with customers via phone, email, tickets, webinars, etc to accompany them during the onboarding process, solve their queries and increase response rates for the APAC markets and **ultimately convince them to adopt our EV solution**
- Identify and target “high value” customers (i.e outreach with customized approach) and take appropriate steps to **engage them successfully by using Sales tactics**
- Manage, monitor and drive your portfolio to maximize conversion
- **Be proactive to nurture and build your pipeline, re-engage customers and maximize inflow**
- Be autonomous to manage all your tasks efficiently, display commercial awareness to identify proactively business opportunities
- Identify risks to the customers successful completion of the EcoVadis evaluation process and actively work to mitigate issues before they happen; Become a CSR expert to overcome objections
- Capture and record internal and customer-sourced insights, then proactively report and contribute as necessary with the Team Leader, Management and other EcoVadis BU's (Sales, Customer Success, etc) to bridge gaps that may exist between customer expectations & participation
- Be accountable to drive a set of KPIs (Conversion rate, Quality score, etc).
- Additional responsibilities related to the function may be required

Required Skills**Qualifications**

- Passion for excellent customer service
- Comfortable dealing with unhappy customers
- Experience in sales or upselling/inside sales preferred - comfortable with proactive outreach to EcoVadis network members
- Ability to interpret data to identify actions
- Fluency in Japanese and English. Chinese-speaking a strong plus. Other SEA languages are welcomed.
- Digital marketing experience a plus
- Comfortable presenting to large groups
- Team player
- 2+ years experience in a customer facing role
- Autonomous and proactive
- Experience with Salesforce or CRM software preferred
- Comfortable working in a fast paced, high-growth environment
- Enthusiasm and motivation to improve customer experience
- Proactive in suggesting, designing and implementing ideas and improvements
- Understanding the ANZ culture is also a plus

Additional Information

- Beginning: ASAP
- Full time position
- Location: Yotsuya Tokyo

In return for your expertise and energy, we offer:

- Social Insurance
- Commuting Allowance
- Work Model: Hybrid Work Model
- Working Hours: 40 hours per week from Monday to Friday

Our team's strength comes from everyone's uniqueness and is founded upon mutual respect. EcoVadis commits to equity, inclusion and reducing bias in our hiring processes. EcoVadis does not accept any form of discrimination based on color, national or ethnic origin, ancestry, citizenship, religion, beliefs, age, sex, gender identity, sexual orientation, neurodiversity, disability, parental status, or any other protected characteristic that makes you unique. In your application, we encourage you to remove personal information such as: photographs, marital status, number of children, religion, gender, residential postal code, university graduation date, past medical or parental leave(s) taken, nationality (instead, please state if you are legally eligible to work in the job region/country), university name (instead, please state any degrees obtained and the study major)

Company Description