

# AMADEUS

Sr. Manager, APAC Customer Success Management (航空会社向け) | N2 OK

◆トラベルテクノロジー外資系企業 ◆ハイブリッドワーク：在宅/日本橋オフィス

## Job Information

### Hiring Company

Amadeus Japan K.K.

### Job ID

1489821

### Industry

Tourism

### Company Type

International Company

### Job Type

Permanent Full-time

### Location

Tokyo - 23 Wards, Chuo-ku

### Salary

Negotiable, based on experience

### Work Hours

午前9時30分～午後6時（7時間30分制 フレックス制 コアタイム午前11時から午後3時）

### Holidays

土日・祝日、年末年始（夏季休暇は定めなく、入社日に付与する年次有給休暇の中で取得）有給休暇、有給の傷病休暇（年5日）

### Refreshed

September 12th, 2024 00:00

## General Requirements

### Minimum Experience Level

Over 10 years

### Career Level

Mid Career

### Minimum English Level

Business Level

### Minimum Japanese Level

Business Level

### Minimum Education Level

Bachelor's Degree

### Visa Status

Permission to work in Japan required

## Job Description

### Job Title

Senior Manager, APAC Customer Success Management (Airlines)

### Main responsibilities:

- Develop and implement comprehensive Customer Success strategies to improve customer satisfaction, support retention, and deliver account growth.
  - Lead, mentor, and scale the Customer Success Management team to ensure they provide exceptional service and support to our customers. As a people leader, this role is responsible for managing the overall performance of the team, ensure objectives are met and team members are supported in their professional growth, upskilling with the highest job satisfaction.
  - Work closely with the account management, pre-sales, marketing, and product marketing teams to ensure a cohesive customer experience and serve as an advocate throughout the customer lifecycle.
  - Establish and track key customer success metrics, including Net Promoter Score (NPS), Customer Satisfaction Score (CSAT), and customer lifetime value (CLV), to gauge performance and identify areas for improvement.
  - Define the KPIs & metrics to measure the success and health of the Airline customer portfolio and guide the team in proactively identifying areas of improvement and deliver value to the customers.
  - Foster strong customer relationships with senior executives, including C-level, and key stakeholders, understanding their business and strategic needs, and ensuring our products and services align with their objectives.
  - Coordinate and manage Customer Success resources, such as knowledge bases, training materials, and support forums, to empower customers to maximise the value of our products.
  - Analyse customer data and feedback to inform product development and improve the customer experience. Represent the voice of the customer within the organization, advocating for changes or enhancements that will drive customer success.
  - Identify and lead initiatives to improve internal customer success processes and tools for greater efficiency and effectiveness. Prepare and present reports on departmental goals, progress, and strategies to executive leadership and stakeholders.
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## Required Skills

### About ideal candidates:

- Prior successful experiences where significant amount of time was spent with airlines (preferably solutions and IT department), at all level including senior level.
- Appetite to understand deep customer needs and their businesses. Demonstrated ability to advocate for customer internally.
- Curious and knowledgeable about Amadeus solutions. Can extract and present solution values to customers.
- Ability to develop network internally and at customer.
- Prior roles such as: Account Manager, Delivery Manager, Customer Care, Product Management, IT Account Management.
- Have a deep understanding of the travel industry (players, trends, principles) and also of the customer whether large or small, airline or Travel Seller. The CSM will have to develop a sense of customer business drivers and well as their competitive landscape (what make them successful)

### About Amadeus

We make the experience of travel better for everyone, everywhere by inspiring innovation, partnerships and responsibility to people, places and planet. Our technology powers the travel and tourism industry. We inspire more connected ways of thinking, centered around the traveler. Our platform connects the travel and hospitality ecosystem. We are making travel a force for social and environmental good. We are passionate about travel. With a unique perspective, at the heart of our industry, we are redesigning the travel of tomorrow.

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## Company Description