



## Key Account Manager, Branded Channel

**Join the LEGO Team!**

### Job Information

#### Hiring Company

The LEGO Group

#### Job ID

1490156

#### Industry

Retail

#### Job Type

Permanent Full-time

#### Location

Tokyo - 23 Wards

#### Salary

Negotiable, based on experience

#### Refreshed

November 22nd, 2024 11:00

### General Requirements

#### Minimum Experience Level

Over 6 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

Do you feel energize crafting new business value to drive growth through understanding our customers and leading strategic business plans? Overcome challenges through collaboration with Sales and Marketing to ensure business growth momentum!

With your sales account management experience, support LEGO® Japan growth expansion to position our LEGO Certified Stores (LCS) as the leading premium store to attract more children and adults through a world-class customer experience.

No relocation assistance is offered for this position.

### Core Responsibilities

- Responsible for building and maintaining partnerships and crafting joint value to drive business growth, including:
- Drive customer value proposition. Leading strategic joint business agenda with customers, applying commercial analytics and insights developing annual business plans and leading in-year negotiations and course correction plans.
- Form assortment plan based on store segmentation and ensure execution; Ensure healthy in-stock rate and stock

return; Ensure After Action Review for further improvement.

- Set, manage and monitor budgets including sales goals, theme/ SKU performance, retail KPI, partner profitability and expense control.
- Actively engage and collaborate with the Sales/Marketing team to represent LCS and contribute to an overall market approach for the LEGO brand.
- Play your part in our team succeeding!
- The LCS team is consist of 4 members, reporting to 1 Senior Manager.
- The aim of the LEGO Certified Store (LCS) strategy is to build the LEGO Brand, increase brand awareness, improve partner performance, deliver outstanding customer service, expand the LEGO business quickly and efficiently while establishing consistency.
- LCS is one of the main drivers of growth in JAPAN and will be a high focus area for JAPAN. A dedicated Key Account Manager is needed to support the expansion strategy, lead partnerships, and ensure a premium LEGO retail experience across the high-quality branded store.
- This role is an opportunity to join an exciting, innovative, and groundbreaking brand in a strategic area of the business. To help strengthen even further our market position and adapt to a dynamic retail landscape, we are looking for talented people and experts, fully living our company values. This role able to feel and demonstrate LEGO Brand Value through LCS as a pinnacle of LEGO Brand and shopping experience.

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## Required Skills

Do you have what it takes:

- Bachelor's degree in a business-related field or equivalent working experience.
- 4-5 years of relevant experience in Account Management/Sales experience within brand business.
- Experience in running and leading retail brick and mortar stores, either directly operated or through franchise partners.
- Sound knowledge and understanding of Retail critical metrics and how can be used to drive store performance.
- Ownership, adaptable, can-do attitude.
- Excellent collaboration, and interpersonal skills.
- Excellent analytical skills, a passion for data metrics and the ability to turn plans into execution/achievements.
- Strong negotiation and collaborator leadership skills, including responsiveness and attention to detail and the ability to influence senior collaborators.
- Ability to think strategically while still focusing on immediate short-term tasks with critical metric management and joint business planning experience.
- E-comm business experience would be beneficial but not essential.
- Comprehensive understanding of overall retail brand store concept, management, and structure.
- Adaptable to changes and be at the forefront to lead change in both actions and behavior.
- A learning approach, accepting and growing with change.
- Future ranging and planning for accounts, handling of confidential launch or account information (legal, partnership and monetary impacts), monetary impact to business.
- Awareness and compliance with competition law (monetary fines and reputational impacts) and COPPA (monetary fines and reputational impacts).

### What's in it for you?

[Here is what you can expect:](#)

**Family Care Leave** - We offer enhanced paid leave options for those important times.

**Insurances** – All colleagues are covered by our life and disability insurance which provides protection and peace of mind.

**Wellbeing** - We want our people to feel well and thrive. We offer resources and benefits to nurture physical and mental wellbeing along with opportunities to build community and inspire creativity.

**Colleague Discount** – We know you'll love to build, so from day 1 you will qualify for our generous colleague discount.

**Bonus** - We do our best work to succeed together. When goals are reached and if eligible, you'll be rewarded through our bonus scheme.

**Workplace** - When you join the team you'll be assigned a primary workplace location i.e. one of our Offices, stores or factories. Our hybrid work policy means an average of 3 days per week in the office. The hiring team will discuss the policy and role eligibility with you during the recruitment process.

Children are our role models. Their curiosity, creativity and imagination inspire everything we do. We strive to create a diverse, dynamic and inclusive culture of play at the LEGO Group, where everyone feels safe, valued and they belong.

The LEGO Group is highly committed to equal employment opportunity and equal pay and seeks to encourage applicants from all backgrounds (eg. sex, gender identity or expression, race/ethnicity, national origin, sexual orientation, disability, age and religion) to apply for roles in our team.

Research shows that women and people from different minority backgrounds often only apply for a job if they meet 100% of the listed qualifications. If you dream of being a part of our team and you meet many, but not all of our listed qualifications for this role, please apply.

The LEGO Group is fully committed to Children's Rights and Child Wellbeing across the globe. Candidates offered positions with high engagement with children are required to take part in Child Safeguarding Background Screening, as a condition of the offer.

Thank you for sharing our global commitment to Children's Rights.

Just imagine building your dream career.

Then make it real.

**Join the LEGO® team today.**

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Company Description