



Account Manager - Life Science

Job Information

Hiring Company

[Greenstaff Medical K.K.](#)

Job ID

1501923

Industry

Other (Medical, Pharmaceutical)

Company Type

Small/Medium Company (300 employees or less) - International Company

Non-Japanese Ratio

Majority Japanese

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

Negotiable, based on experience

Refreshed

February 12th, 2025 09:00

General Requirements

Minimum Experience Level

Over 3 years

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

Fluent

Minimum Education Level

Bachelor's Degree

Visa Status

Permission to work in Japan required

Job Description

About Greenstaff Life Sciences:

Greenstaff Life Sciences, a division of ICG Group, has built on a 19-year legacy of commitment to patient care improvement. Our vision is to become a "Supermarket for Cell and Gene Therapy" (CGT) and to accelerate CGT research and development globally. To achieve our mission, we recognize the need for a wide array of expertise, ranging from full-time employees and consultants to advisors and temporary staff.

Our team consists of industry SMEs, experienced recruitment professionals in the bio-pharmaceutical sector, and talented bilingual and trilingual employees. We provide a wide range of staffing solutions for R&D and CMC roles in Cell and Gene Therapy. Beyond recruitment, we offer custom solutions like RPO, FSP, and consulting services, expanding options and tailored solutions in Japan and worldwide to support the global growth of CGT.

Job Summary:

We are seeking an Account Manager who will focus on cultivating and maintaining strong, long-term relationships with our clients in the life sciences sector. The ideal candidate will be dedicated to understanding client needs, addressing concerns proactively, and ensuring a high level of satisfaction through consistent support and tailored recruitment solutions.

Key Responsibilities:

- **Client Relationship Management:**
 - Act as the primary point of contact for clients, promptly responding to inquiries, addressing needs, and ensuring overall client satisfaction.
 - Build and maintain strong relationships with clients through regular phone calls, virtual meetings, in-person visits, and, where suitable, business meals.
 - Nurture and develop relationships with existing clients introduced by the company or from the internal database, working to enhance and strengthen these connections.
- **Client Support and Consultation:**
 - Conduct regular client meetings to understand their current needs, challenges, and business objectives.
 - Collaborate with clients to identify skill requirements and provide appropriate recruitment solutions, including full-time, temporary, or contract staff, as well as consulting services.
 - Facilitate and support contract negotiations, focusing on creating value for the client while maintaining Greenstaff Life Sciences' standards.
- **Collaboration with Delivery Teams:**
 - Work closely with the delivery team to ensure client needs are understood and aligned with recruitment strategies.
 - Share client insights and feedback with cross-functional teams to improve service delivery and meet evolving client requirements.
 - Act as a bridge between clients and internal teams to facilitate seamless communication and project execution.
- **Client Engagement and Strategy:**
 - Organize and participate in client presentations to showcase our services and capabilities, ensuring clients have a clear understanding of Greenstaff's value proposition.
 - Develop client engagement plans to increase client retention and drive repeat business.
 - Keep up-to-date with market trends in life sciences to better advise clients on workforce solutions and remain competitive in the market.

Required Skills**Qualifications:**

- Bachelor's degree in Life Sciences, Business, Marketing, or a related field.
- Proven experience in account management, client relations, or a similar role, preferably within the life sciences industry.
- Strong understanding of the pharmaceutical and biotechnology sectors, including CGT, with the ability to discuss industry trends with clients.
- Excellent communication, interpersonal, and relationship-building skills.
- Ability to work independently and collaboratively as part of a team.
- Proficiency in Japanese; English skills are a plus.

Company Description