



## Account Service Manager

### Job Information

**Hiring Company**

[IDEMIA Japan K.K.](#)

**Subsidiary**

IDEMIA

**Job ID**

1511914

**Division**

IDEMIA Smart Transaction-Payment Services

**Industry**

Other (Banking and Financial Services)

**Company Type**

Large Company (more than 300 employees) - International Company

**Job Type**

Permanent Full-time

**Location**

Tokyo - 23 Wards, Shibuya-ku

**Salary**

8.5 million yen ~ 13 million yen

**Salary Bonuses**

Bonuses included in indicated salary.

**Salary Commission**

Commission included in indicated salary.

**Refreshed**

January 17th, 2025 13:01

### 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**

Native

**Minimum Education Level**

Bachelor's Degree

**Visa Status**

Permission to work in Japan required

### Job Description

- Delivers the contract or business as usual including revenue, Average Selling Price (ASP), cash collection and add-on's
- Ensures contract renewals by being accountable for the renewal win strategy and preparing and owning customer

- offers, which includes driving and being accountable for the formulation, coherency and content of all offer reviews
  - Conducts the negotiation and ensures the signature of resulting contracts (including ensuring adherence of contracts with the company policy and legal matrix)
  - Protects acquired customer base by securing customer loyalty
  - Owns and prepares the budget and revenue forecast (ensuring forecast accuracy)
  - Develops intimate knowledge of customer's operational environment and build strong relationships, including opening doors for new business opportunities
  - Contributes to the account service management plan as required
  - Negotiates contract change requests within or outside of the contract
  - Aligns customer to product roadmap including driving product migrations
  - Sells advanced products and services to contribute to new revenue streams
  - Manages Account information within the Customer Relationship Management System
  - Delivers contract for small account in autonomy
  - Delivers the contract or business as usual (BAU) including revenue, Average Selling Price (ASP), cash collection and add-on's for strategic account under supervision
  - Aligns customer to product roadmap including driving product migrations
  - Protects acquired customer base by securing customer loyalty
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## Required Skills

- 5years experience in managing customer accounts (preferably in financial/ banking industry).
  - Financial reporting and forecasting skills
  - Development of account management plans
  - Experience working in a matrix organization
  - Experience and willingness to work for an MNC in a multi-cultural environment
  - Demonstrate strong detail oriented skills, service-oriented, self motivated and a team player with a 'can-do' attitude.
  - Good logistics knowledge.
  - Maintain a professional demeanor when interacting with Management, employees and external parties.
  - Consistently exercise discretion in handling interactions, and in directing internal and external customers to the appropriate party for resolving problems or complex issues.
  - Multi-task and produce accurate documents and reports.
  - Fluent Japanese and English
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## Company Description