



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.

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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