



## 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**

April 25th, 2025 12:00

### 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

## 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

## Company Description