

AMADEUS

Account Executive | 旅行業界、特に旅行代理店での営業経験

Job Information

Hiring Company

Amadeus Japan K.K.

Job ID

1528023

Industry

Software

Company Type

International Company

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards, Chuo-ku

Salary

3 million yen ~ 5.5 million yen

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General Requirements

Minimum Experience Level

Over 3 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

Summary of the role

The Account Executive is responsible for identifying account development opportunities, managing customer accounts, and ensuring high customer retention. This role involves overseeing contract renewals, educating customers on new products, and participating in various account management and marketing activities. The ideal candidate should have strong sales experience in the travel industry, proficiency with digital communication tools, and the ability to build and maintain long-term customer relationships.

In this role, you'll do:**Account management and development**

- Identifying account development opportunities and proactive account management to meet customer needs
- Contract renewals and other activities to maintain high customer retention: periodic account review calls, performance reviews, courtesy calls, etc.
- Manage retention and development opportunities according to the Amadeus sales process through to final close, including preparing business cases and ensuring deal profitability targets are met.

- Introduce and educate customers on the Amadeus value proposition and new IT products and content.
- For customers expanding their relationship with Amadeus, ensure that new products or services are delivered correctly and on time.
- Participate in additional account management or marketing activities as needed:
 - o Collect overdue payments
 - o Subscribing to new IT products, content or services
 - o Recruitment for events, webinars, etc.
 - o IT product or content adoption campaigns
 - o Other and ad hoc account management activities

General responsibilities as part of the Inside Sales team

- Participate in weekly performance reviews, share best practices with local and other teams, identify areas for learning
 - Pipeline management, including weekly reporting of prospecting activities and daily Salesforce updates
 - Collaborate with other functions to ensure full pipeline visibility and traceability
 - Work towards quarterly sales, business development and customer retention goals
 - Manage internal sales tools: Salesforce, Business Case (INCA), Contract Management, etc.
 - Manage connectivity tools: teleconferencing, video conferencing, etc.
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Required Skills

About the ideal candidate

- Must have a minimum of 3-5 years' sales experience in the travel industry, particularly in travel agency.
- Understanding and/or prior experience with a Global Distribution System desirable and will be treated as an advantage
- Japanese-Native / English-Business

Skills and personality

- Must have an outgoing and engaging attitude, be a go-getter and have a positive mindset
 - Must have high emotional intelligence and the ability to engage in meaningful conversations
 - Must be comfortable with consultative selling and able to master value selling
 - Must have the ability to quickly establish rapport, build trust, and manage customer relationships for the long term
 - Proficiency with digital communication and sales tools such as Salesforce, tele/video conferencing software, MS Teams, MS Office is essential.
 - Strong MS Excel, Word, Power Point and SharePoint skills required
 - Must have the ability to follow internal processes, but with constant attention to where improvements or efficiencies can be added
 - Must be open to change at a fast pace, willing to learn and continually improve job-related skills and knowledge through participation in formal training and self-directed learning.
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Company Description