



## アカウントマネージャー

顧客関係, 市場調査, クロスセル, 契約更新, 顧客満足度, 改善, 専門知識

### Job Information

#### Hiring Company

Neovia Logistics Services LLC

#### Job ID

1531419

#### Division

商業部門

#### Industry

Other (Distribution, Retail, Logistics)

#### Job Type

Permanent Full-time

#### Location

Kanagawa Prefecture

#### Salary

Negotiable, based on experience

#### Refreshed

April 15th, 2025 01:00

### General Requirements

#### Minimum Experience Level

Over 6 years

#### Career Level

Mid Career

#### Minimum English Level

Fluent

#### Minimum Japanese Level

Fluent

#### Minimum Education Level

Bachelor's Degree

#### Visa Status

Permission to work in Japan required

### Job Description

Manage the commercial aspects of the lifecycle of dedicated contracted customers, maximizing the value created through the relationship with the customers, resulting in satisfied customers, and extension of time and service scope of initial agreements. Account Managers are responsible for one or several existing customers across several countries. This position typically requires a thorough knowledge of supply chain management. Account Manager II manages key accounts of the company.

#### JOB RESPONSIBILITIES

Manages the overall relationship with key accounts. Manages and grows top-line revenue

Sets strategy for underperforming accounts

- Customer Relationship - Build and maintain relationships with the dedicated customers at the highest possible level through meeting and communicating them regularly, leading the account reviews, closely following up all aspects of the implementation of the customer specific SLAs, in order to assure Neovia delivers the SLAs resulting in satisfied customers and in high customer (lifetime) value. Maintenance and governance of customer contracts, LSA, SOW etc.
- Play Book - Research the markets relevant to the services provided to the customer and prepare a customer specific account development plan ("Play Book"), translate the PlayBook into short and medium term plans and - after line management approval - implement the plans in order to assure Neovia's ability to retain and grow profitable relationship with the customer.
- Cross selling - Pursue growth opportunities in key accounts (e.g., cross-selling)
- Contract Renewal - Negotiate the terms of renewal of existing (expiring) agreements for key accounts and coordinate the contract renewal process in accordance with the SURE-start process in order to assure continuation of Neovia's superior value generating relationship with the customer.
- Customer Satisfaction - Collect information to measure customer satisfaction, analyze the results and translate them into short and medium term improvement plans in order to assure / improve customer satisfaction resulting in long term profitable relationship with the customer.
- Continuous Improvement - In addition to the customer satisfaction related data analysis, keeps identifying needs and challenges of the customer and providing relevant solutions in accordance with the SURE-start process into updated SLAs with the customers, in order to increase customer satisfaction and to grow Neovia's business. Monitors competitor activity in each account and participates in the development and implementation of appropriate response strategies.
- Specialist Know-how - Develop best practices of customer relationship management, share this know-how among the account managers of Neovia in order to contribute to the continuous improvement of Neovia's business practices.
- Support - support sites to prepare Business plans and revised forecasts. Supports and coordination of preparation of financial statement. Certain day-to-day client management tasks may be handled by Commercial when they are exceptionally complex, or when they need to be escalated (e.g., SSR admin, claims inquiries).

#### QUALIFICATIONS

- Bachelor's or Master's degree in economics
- At least 5 years' customer facing experience and 'general' cross-functional operations, commercial, financial background

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#### Required Skills

- Word Processing
- Excel
- Software/Hardware
- PowerPoint
- Presentation Skills
- Customer Interaction
- Leadership Skills
- Analytical Skills

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#### Company Description