



Account Manager

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Job Information

Hiring Company

Williams Lea (Japan) Limited

Job ID

1532340

Industry

Other

Company Type

Small/Medium Company (300 employees or less) - International Company

Non-Japanese Ratio

Majority Japanese

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards, Minato-ku

Train Description

Hibiya Line, Toranomon Hills Station

Salary

6 million yen ~ Negotiable, based on experience

Salary Bonuses

Bonuses paid on top of indicated salary.

Work Hours

9:00-18:00

Holidays

土日祝祭日 年末年始

Refreshed

April 22nd, 2025 05:00

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

Based on site at the client and reporting to the Regional Account Manager in Singapore.

The successful candidate will be responsible for the team management, operations performance and client service provided to one of our global investment banking clients in Japan.

Client Service & Operations Management

- Manage and oversee the site operations, ensuring all SLAs, contractual requirements and client expectations are met
- Demonstrate a full understanding of the client contract and ensure updates are made in a timely manner
- Build and maintain strong client and team relationships; regularly meet key client contacts, provide fast turnarounds to requests and work collaboratively to achieve goals
- Manage local vendor relationships and contracts, where applicable
- Ensure all operating procedures, processes and manuals are up-to-date and always adhered to
- Advise and support the client and team on daily matters with clear communication, applying examples of best practice
- Encourage teamwork; drive change and ensure all staff members strive to achieve client satisfaction.
- Maintain effective communication with the Regional Account Manager at all times. Escalate promptly when required
- Compile and present on-time and accurate information reporting
- Proactively identify opportunities for service enhancement and client value-add
- Prepare and manage client invoicing, payroll and finances effectively

Leadership, Training & Development

- Lead client and staff meetings with confidence and knowledge
- Hire, lead, motivate, train, evaluate and retain team members. Identify, encourage and develop future leaders through robust development and succession planning
- Manage staff using a 'lead-by-example' approach; be prepared to assist with any role when necessary to ensure client service expectations are met
- Ensure the team is optimally staffed at all times.
- Delegate whilst also being willing and able to 'pitch-in' with operations where appropriate
- Foster a positive, cohesive, collaborative, and team-oriented work environment
- Prepare and conduct regular employee evaluations and development planning
- Work with HR to resolve any disciplinary issues in a timely manner
- Demonstrate cross-cultural awareness and sensitivity

Corporate & Compliance

- Always exhibit professional decorum
- Ensure strict compliance with processes, procedures and policies, particularly relating to the confidentiality of client and Williams Lea information

- Network with local Business Director and other Account Managers in Japan to share ideas and best practice.
- Keep up to date with Williams Lea news and policies; understand, enforce and communicate to the team

Required Skills

Experience & Characteristics Required:

- 5+ years' comprehensive outsourced operations experience in Japan
- 3+ years' experience in a leadership and operations management role
- Fluent English (verbal and written) is preferred.
- Strong client service, negotiation and communication skills
- A high level of competency in MS Excel, Word, PowerPoint
- Detail oriented with the ability to prioritise and handle multiple tasks in a demanding, time-sensitive environment
- An understanding of risk and compliance requirements within the banking industry

Company Description