



Virtual Account Manager

Job Information

Recruiter

Cornerstone Recruitment Japan K.K.

Hiring Company

Global biopharmaceutical company

Job ID

1446758

Industry

Pharmaceutical

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

Negotiable, based on experience

Refreshed

July 21st, 2025 09:00

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

【JOB RESPONSIBILITIES】

- Take all incoming calls and process requests. Forward leads to the sales in charge. 電話対応と依頼処理。リードを担当営業に転送。
- Develop and maintain communication networks with dealers and end users. 販売店やエンドユーザーとのコミュニケーションネットワークの構築と維持。
- Nurture leads and client relationships. リード（引合）の育成と顧客との関係構築。
- Cultivate strong customer loyalty and build long-term relationships.
顧客との強い信頼関係を築き、長期的な関係を構築。

- Promote assigned product portfolio (incl. cross-selling) remotely using all available technology. あらゆるテクノロジーを駆使し、担当製品ポートフォリオのプロモーション（クロスセリングを含む）をリモートで実行。
- Ensure (repeat) orders by understanding the process and patterns of customer purchase decisions. 顧客の購買決定プロセス・パターンを理解し、確実な（リピート）受注を実現。
- Conduct regular check-ins and business reviews with customers. 顧客との定期的なチェックインとビジネスレビューの実施。
- Understand customer's processes and identify opportunities and customer priorities. 顧客のプロセスを理解し、機会や顧客の優先順位を特定。
- Lead price and contract negotiations. 価格交渉・契約交渉をリード。
- Deliver ongoing product servicing by providing accurate product information, trainings & support where needed. 製品に関する正確な情報を提供し、必要に応じてトレーニングやサポートを行い、継続的な製品サービスを提供。
- Maintain accurate CRM customer data and documentation of contacts, orders, requests, etc. CRMの顧客データを正確に管理し、コンタクト、オーダー、リクエストなどのドキュメントを作成。
- Utilize all available sales tools to maximize sales efficiency (i.e. Salesforce) 営業効率を最大化するためのあらゆる営業ツールの活用（例：Salesforce）
- Lead generate and work with Field BioA teams and Application specialists in order to provide customers with the full technical information and demonstrations required to make a successful sale. 販売に必要な技術情報やデモンストラーションをお客様に提供するために、フィールドのBioAチームやアプリケーションスペシャリストと連携し、販売をリード。

【REQUIREMENTS】

Mandatory:

- Bachelors degree
- BtoB Sales experience (any industry),
- Native Japanese speaker
- English reading and writing
- Strong communication and negotiation skills
- Strong mindset to learn new IT skills
- Resident in Japan (any prefecture)

Desirable:

- Educational background in a science-related field
- Sales experience in the Life Sciences industry
- Intermediate-level spoken English
- Experience with M'soft Teams, SAP, LinkedIn Sales Navigator

Company Description

Cornerstone Recruitment Japan is focused on placing bilingual professionals in a wide range of market leading companies.

Focusing across all sectors, we leverages the network of our experienced consultants to provide both clients and candidates with high end service levels and most importantly results.

We are passionate about helping our clients in securing the best talent on the market, by introducing unique profiles who can give them the edge in an increasingly competitive recruitment market.

Established in 2019, in partnership with Cornerstone Global Partners and with investment from Morgan Stanley, Cornerstone Recruitment Japan strives to be the recruitment partner of choice for all Tokyo based clients and candidates.

Our Mission

The Cornerstone. As every building requires a cornerstone, we believe people are the cornerstone of every great company.

Our recruitment experts are passionate about bringing together great people with great companies.

Our Business Sectors

- Accounting & Finance
- Financial Services
- Human Resources and Office Professionals
- Industrial
- Information Technology
- Legal & compliance
- Life Science
- Supply Chain & Procurement
- Marketing
- Sales

Our Services

- **Contingency**

Many clients choose to utilize our success based contingent recruitment service. We take the time to fully understand the job brief before presenting a tailored shortlist of 5 to 6 candidates from our expansive existing network. This service comes with no obligation to hire and our clients only pay a fee when the successful candidate joins.

- **Retained**

Our retained service is particularly successful for clients with high profile/critical hiring needs, or niche searches that involve a significant amount of time unearthing candidates from outside our existing network. Clients who choose our retained service benefit from the introduction of exclusive headhunted candidates and top prioritization from the Cornerstone team.

- **Market Entry**

With a wealth of experience in the Japan market, our consultants have successfully helped many clients enter the Japan market. We can help you secure that critical first hire, as well as providing a consultation service, to make sure that your business is well prepared for all the initial hurdles it will face.