



amadeus

Account Manager, Retail

スペイン本社 テクノロジーで世界の旅行・観光業界をサポート

Job Information

Hiring Company

Amadeus Japan K.K.

Job ID

1476085

Industry

Tourism

Company Type

International Company

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards, Chuo-ku

Train Description

Ginza Line, Nihonbashi Station

Salary

Negotiable, based on experience

Work Hours

午前9時30分～午後6時（7時間30分制 コアタイム午前11時から午後3時）

Holidays

土日・祝日、年末年始（夏季休暇は定めなく、入社日に付与する年次有給休暇の中で取得）有給休暇、有給の傷病休暇（年5日）

Refreshed

May 16th, 2024 00:00

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

Manage and grow existing small to medium customer accounts. Support the customers in their operational activities. May support the Account Manager/Senior Account Manager to manage larger existing accounts.

Common accountabilities:

- Has the required technical/functional knowledge and experience in own discipline. Knowledge of the Amadeus business and how it is related to own area.
- Works using existing procedures or guidelines and provides inputs to support/influence area decisions. Makes recommendations on new solutions and proposes improvements by analyzing different sources of information.
- Works with a moderate level of guidance and direction from manager.

Specific accountabilities:

Develop existing accounts for the assigned small to medium customers, based on procedures defined.

Monitor satisfaction, identify new opportunities and propose solutions to improve customer profitability/efficiency.

Identify specific requirements and expectations for existing clients.

Ensure that new products, product enhancements and overall solutions are developed and implemented within the agreed time frame.

Monitor business costs.

In support to the Account Manager/Senior Account Manager:

- Execute & process the operational requests received from key customer. Provide a best in class service delivery within set targets & contractual SLAs
- Ensure that key customers make best use of Amadeus technology & that the established performance, productivity & service metric are achieved
- Ensure that key customers are informed in a timely manner of new product & solution releases
- Provide assistance to resolve product & technical questions/ issues if raised to the Global Customer Services or Account Managers/Senior Account Managers
- Support the business, functional & technical consultants to deliver key customer business processes & IT review and solution enhancement recommendations
- Provide support to the Account Manager/Senior Account Manager for reporting

The incumbent receives some degree of guidance and is still acquiring higher-level skill and knowledge in his/her designated area of specialization.

Company Description