Account Manager｜クライアント対応 x マーケ｜N2+の方歓迎！(Japan residents only)

♦マーケティング / 広告代理店営業・コンサルティング経験を活かせる ♦社内公用語英語

Job Information

Hiring Company
Custom Media K.K.

Job ID
1480076

Industry
Digital Marketing

Job Type
Permanent Full-time

Location
Tokyo - 23 Wards

Salary
Negotiable, based on experience

Refreshed
November 12th, 2026 07:00

General Requirements

Minimum Experience Level
Over 1 year

Career Level
Mid Career

Minimum English Level
Business Level

Minimum Japanese Level
Fluent Level

Minimum Education Level
Bachelor's Degree

Visa Status
Permission to work in Japan required

Job Description

Summary
Custom Media is an award-winning, full-service B2B agency that connects Japan with the world, delivering data-driven, creative marketing solutions to help our clients in revolutionary industries—AI, Clean Energy, Fintech, Healthcare, Manufacturing and Technology—shape the future.

Our mission is to empower industries at the forefront of sustainable change to succeed in Japan by creating meaningful connections with their audiences through the power of storytelling.

We are looking for an Account Manager to lead client relationships, develop strategic marketing and PR campaigns, and ensure seamless execution of projects. This role requires a mix of strategic thinking, client management, and hands-on execution. You will be working in our Client Success team, closely collaborating with internal and external stakeholders, and reporting to the Chief Client Success Officer.

Responsibility

【Client Management & Strategy】
・Act as the primary client contact, developing and maintaining strong relationships.
・Understand client business goals and translate them into effective marketing and PR strategies.
・Lead client meetings, provide strategic recommendations, and ensure client satisfaction.
・Identify growth opportunities within accounts to expand agency services.

【Campaign Planning & Execution】
・Develop and oversee integrated marketing and PR campaigns across media relations, content marketing, digital, and social media.
・Collaborate with internal teams (project management, PR, content, creative, digital) to deliver high-quality work that meets client objectives.
・Manage campaign budgets, timelines, and performance metrics to ensure successful outcomes.
・Analyze campaign results and provide actionable insights to optimize future efforts.

【Team Collaboration & Leadership】
・Coordinate cross-functional teams to ensure smooth project execution.
・Provide guidance and mentorship to junior team members.
・Ensure all client deliverables meet the highest standards of quality and effectiveness.

Working Hours

- 9:30am to 6:30pm Monday to Friday
- Work from home and / or office flexibility

Compensation and Benefits

- Work with leading B2B brands in revolutionary industries
- Be part of a dynamic, collaborative team passionate about storytelling and marketing innovation.
- Enjoy a flexible, hybrid/remote work environment.
- Opportunities for professional growth and continuous learning.
- Attractive salary negotiable based on experience.
- Transport allowance, work from home allowance.
- Paid vacations, social insurance and benefits.
- Full exposure to all aspects of our business.
- Network of established professionals and senior leaders.
- Friendly, comfortable environment at a central office in Kamiyacho.

Location Details
Tokyo, Japan
【Address】
Toranomon 40MT Building 7F 5-13-1 Toranomon, Minato-ku Tokyo 105-0001

Required Skills

Key Qualifications

- 5+ years of experience in account management, marketing, or PR, preferably in a B2B agency.
- Strong knowledge of B2B marketing, PR, and digital strategies (content marketing, media relations, thought leadership, paid media, etc.).
- Proven ability to manage multiple clients and projects simultaneously.
- Excellent communication, presentation, and negotiation skills.
- Experience using CRM, marketing and project management tools (e.g., HubSpot, Click-up, Asana, Monday.com).
- Data-driven mindset with the ability to track and optimize campaign performance.

Education
Bachelor’s degree in Business, Communications, Public Relations, Marketing, or a related field.

Company Description