



## 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

February 6th, 2025 11:00

### General Requirements

#### Minimum Experience Level

Over 1 year

#### Career Level

Mid Career

#### Minimum English Level

Business Level

#### Minimum Japanese Level

Fluent

#### Minimum Education Level

Bachelor's Degree

#### Visa Status

Permission to work in Japan required

### Job Description

#### Summary

Custom Media is an award-winning integrated digital marketing agency based in central Tokyo. With over 15 years of experience in the Japanese market, we offer full-service, integrated marketing solutions that unite data with creativity, and we harness local and international expertise to bridge the gap between Japan and the world.

We are seeking an ambitious, results-driven Account Manager to join our dynamic agency. The ideal candidate will have a proven track record in managing client relationships and driving success for accounts. This role requires a strategic thinker with strong communication skills who can ensure the satisfaction and growth of our clients while coordinating with internal teams to execute creative solutions. As an Account Manager, you will be building and managing client relationships, understanding their business goals and objectives, providing solutions to address their marketing needs, and leading the delivery of creative solutions. You will be working in our Account Management team, closely collaborating with internal and external stakeholders, and reporting to the Chief Client Success Officer.

#### Responsibility

**New Client Onboarding:**

- Onboarding of new clients to understand their business model, goals, and marketing needs

**Client Relationship Management:**

- Regular communication with existing key clients, proactively keeping up-to-date with the clients' business and relevant news
- Identify opportunities for the company to expand services to existing clientele, and communicating internally to develop feasible solutions for the client
- Create proposals and estimates, negotiating renewal contracts and scope of work with clients

**Strategy Development:**

- Offer consultative advice to clients and develop strategies for clients to improve their business and reach their business goals
- Give strategic direction for the creative team to develop marketing assets to address specific clients' pain points

**High-level Campaign Management and Creative Direction:**

- Oversee clients' marketing projects and advertising campaigns on a broad level, communicating with project managers to ensure client satisfaction
- Communicate effectively with the team on the client's latest objectives, goals, and needs
- Give creative direction to the creative team on client preferences, industry nuance, trends and information so that deliverables fit their purpose
- Check all deliverables to ensure marketing campaigns and deliverables are aligned with the overall strategy and the client's brand

**Working Hours**

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

**Compensation and Benefits**

- Attractive salary negotiable based on experience
- Professional career and life coaching, training, mentoring
- Generous company share appreciation rights scheme
- Full exposure to all aspects of our business
- Network of established professionals and senior leaders
- Friendly, comfortable environment at a central office in Kamiyacho
- Transport allowance
- Work from home allowance
- Social insurance and benefits
- Paid vacations

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**Required Skills****Key Qualifications**

- Japanese bilingual with at least 2 years experience in account management / client services roles
- A quicker learner, able to work and think independently and flexibly
- Ability to follow instructions/company processes, and communicate effectively
- Ability to solve problems with creative solutions and sound judgment
- Knowledge across multiple Go-To-Market channels and marketing tactics
- Ability to capture important details from meetings and deliver clear internal briefs
- The personality to deliver a great ideas to a client and within the team
- Ability to liaise between the client and the internal creative team, interpreting feedback for the team as necessary
- An understanding of marketing practices and develop marketing plans for clients
- Strong digital marketing experience working with social media platforms including Facebook, Instagram, Twitter, LinkedIn and Google Suite

**Education**

- Undergraduate Degree in Business, Marketing or a similar field
- Preferred 2 years of account management experience in a marketing/advertising agency, knows how to build strong, long-standing client relationships

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**Company Description**