



[Fintech Sales | MNC] Account Service Manager

Hybrid Work | Great Benefits

Job Information

Hiring Company

IDEMIA Japan K.K.

Subsidiary

IDEMIA

Job ID

1511914

Division

IDEMIA Smart Transaction-Payment Services

Industry

Other (Banking and Financial Services)

Company Type

Large Company (more than 300 employees) - International Company

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards, Shibuya-ku

Salary

8.5 million yen ~ 13 million yen

Salary Bonuses

Bonuses included in indicated salary.

Salary Commission

Commission included in indicated salary.

Refreshed

June 5th, 2026 09:00

General Requirements

Minimum Experience Level

Over 6 years

Career Level

Mid Career

Minimum English Level

Business Level (Amount Used: English usage about 50%)

Minimum Japanese Level

Native

Minimum Education Level

Bachelor's Degree

Visa Status

Permission to work in Japan required

Job Description

- Delivers the contract or business as usual including revenue. Average Selling Price (ASP), cash collection and add-

on's

- Ensures contract renewals by being accountable for the renewal win strategy and preparing and owning customer offers, which includes driving and being accountable for the formulation, coherency and content of all offer reviews
- Conducts the negotiation and ensures the signature of resulting contracts (including ensuring adherence of contracts with the company policy and legal matrix)
- Protects acquired customer base by securing customer loyalty
- Owns and prepares the budget and revenue forecast (ensuring forecast accuracy)
- Develops intimate knowledge of customer's operational environment and build strong relationships, including opening doors for new business opportunities
- Contributes to the account service management plan as required
- Negotiates contract change requests within or outside of the contract
- Aligns customer to product roadmap including driving product migrations
- Sells advanced products and services to contribute to new revenue streams
- Manages Account information within the Customer Relationship Management System
- Delivers contract for small account in autonomy
- Delivers the contract or business as usual (BAU) including revenue, Average Selling Price (ASP), cash collection and add-on's for strategic account under supervision
- Aligns customer to product roadmap including driving product migrations
- Protects acquired customer base by securing customer loyalty

Required Skills

- 5years experience in managing customer accounts (preferably in the IT industry).
- Financial reporting and forecasting skills
- Development of account management plans
- Experience working in a matrix organization
- Experience and willingness to work for an MNC in a multi-cultural environment
- Demonstrate strong detail oriented skills, service-oriented, self motivated and a team player with a 'can-do' attitude.
- Good logistics knowledge.
- Maintain a professional demeanor when interacting with Management, employees and external parties.
- Consistently exercise discretion in handling interactions, and in directing internal and external customers to the appropriate party for resolving problems or complex issues.
- Multi-task and produce accurate documents and reports.
- Fluent Japanese and English

Company Description