



【Senior Account Manager】 Large Tech Company in Tokyo

Job Information

Recruiter

SPOTTED K.K.

Job ID

1543123

Division

Customer Relationship Management

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

Salary

13 million yen ~ 15 million yen

Holidays

Saturdays, Sundays, Holidays, New Year's holidays, paid leave.

Refreshed

December 26th, 2025 12:01

General Requirements

Minimum Experience Level

Over 3 years

Career Level

Mid Career

Minimum English Level

Business Level (Amount Used: English usage about 10%)

Minimum Japanese Level

Native

Minimum Education Level

Bachelor's Degree

Visa Status

Permission to work in Japan required

Job Description

About the Company

Our client is a global leader in financial messaging services, enabling secure and seamless transactions across borders and financial institutions. Headquartered in Belgium, they serve a vast network of over 12,000 banks and financial organizations in more than 200 countries and territories.

For over five decades, they have built a reputation for trust, precision, and security, helping the global financial ecosystem move value at scale. Our client innovates thoughtfully, tests rigorously, and implements swiftly to stay ahead of the curve in an ever-evolving world. Their mission to connect the global financial community has never been more relevant, and their

diverse community reflects the complexity and future of global finance.

The Role

We are looking for a **Senior Commercial Manager** to join a dynamic team. In this role, you will manage and grow relationships with small to medium-sized financial institutions in the region, primarily in Japan. You will serve as the trusted advisor to your clients, helping them unlock value from our services while also identifying opportunities for growth and deeper engagement.

This role combines strategic account management with hands-on customer service, offering a unique opportunity to contribute to regional growth while supporting the evolving needs of customers.

What You'll Do

- Develop and execute strategic account plans to meet commercial objectives and drive growth within your customer portfolio.
- Build and maintain long-term, high-value relationships with key stakeholders at small to medium financial institutions.
- Serve as the primary point of contact for client enquiries, ensuring timely and high-quality service and solution delivery.
- Identify new business opportunities by understanding customer needs, market trends, and regional infrastructure developments.
- Coordinate cross-functional efforts to deliver seamless, integrated solutions to your customers.
- Act as the voice of the customer within the organization, sharing insights, market intelligence, and product feedback with internal teams.
- Represent the organization at industry events and conferences to stay informed of emerging trends and maintain strong market visibility.

Required Skills

What You'll Bring

- 3–5 years of experience in account management
- At least 2 years working for Japanese banks
- Excellent communication and relationship-building skills, with experience working across diverse client profiles.
- Strong ability to understand customer requirements and identify strategic business opportunities.
- Confident negotiator with persuasive communication skills and a solution-oriented mindset.

Company Description