



## Account Manager - BFSI

### Job Information

**Hiring Company**[Nucleus Software](#)**Job ID**

1545049

**Industry**

Bank, Trust Bank

**Job Type**

Permanent Full-time

**Location**

Tokyo - 23 Wards, Chiyoda-ku

**Salary**

8 million yen ~ Negotiable, based on experience

**Refreshed**

August 6th, 2025 01:00

### General Requirements

**Minimum Experience Level**

Over 6 years

**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

**About Nucleus:**

Nucleus Software has been providing Products and Services to various Global and Regional Financial institutions, from past 36 years. As a pioneer IT Service provider, Nucleus carry deep banking domain expertise and experience on latest technological trends. Nucleus's developed platforms power the operations of more than 200 financial institutions in 50 countries, supporting multiple business vertical's, accessible through Mobile and internet channels. Their platform supports retail banking, corporate banking, cash management, internet banking, automotive finance & other business areas.

Our software powers the operations of more than 200 Financial Institutions in over 50 countries, supporting retail lending, corporate banking, cash management, mobile and internet banking, automotive finance, and other business areas.

- 36 years of focused expertise in banking and financial services,

- Entrusted by Global and Regional banks as a preferred partner for bank's Traditional to Transformative journey

- Driving large Digitalization programs for various banks using Data Science, Cloud, AI/ML, DevOps, RPA based solutions.

- An organization with "Employee First" outlook

- 100% referenceable Services customers with perfect or close to perfect C-SAT scores

- Recognized as "Great Place to Work "by a global research organization

**Job Role and Responsibilities:**

Nucleus Software's Digital Services division is a highly agile and skilled team delivering cutting-edge IT and financial

solutions globally. As part of our strategic growth initiative in Japan, we are looking for experienced professionals to strengthen our client engagement and account management capabilities. This role is responsible for developing long-term relationships with clients, connecting with key business executives and stakeholders and liaise between customers and cross-functional internal teams to ensure the timely and successful delivery of our solutions according to customer needs.

We are seeking a seasoned Account Manager (Client Partner) with 12-15 years of experience to drive growth and deepen client relationships in Japan's banking sector. This role demands a proactive leader with strong bilingual skills and a proven track record in account mining, relationship development, and achieving financial targets within the Japanese market.

#### Key Responsibilities:

##### RELATIONSHIP BUILDING (Account Management – Japan)

- Serve as primary contact for key banking clients, ensuring satisfaction, growth, and retention.
- Lead account planning and strategy to drive long-term engagement and revenue.
- Identify new opportunities and expand services within assigned accounts.
- Own financial and operational targets for designated accounts.
- Build and strengthen stakeholder relationships within key accounts.
- Communicate progress of initiatives to internal and external stakeholders regularly.
- Conduct strategic account reviews to share insights on usage and service needs.
- Collaborate across Delivery, Presales, Finance, and Development teams to ensure timely, quality service within budget.
- Develop tailored solutions, coordinating internal teams to meet customer expectations and account goals.
- Drive cross-sell and up-sell opportunities to grow revenue.
- Monitor account performance against KPIs and support improvement initiatives.
- Assist in preparing review reports, budgets, and maintaining accurate documentation.
- Act as a cultural bridge between Indian and Japanese teams to foster collaboration.

##### PROCESS IMPROVEMENT:

- Assist in implementing the policies and procedures related to Account/Relationship Management
- Set up goals and objectives for all subordinate staff & plan budgets and activities for account management. Plan for training to build team capability and skills
- Establish expectations, responsibilities, purpose and vision for the team; creates an environment where others can achieve optimal performance; and provides growth and learning opportunities for team

## Required Skills

#### Essential skills/experience:

- Excellent bilingual proficiency in Japanese and English (business level).
- Deep understanding of Japanese business culture and etiquette.
- 12–15 years of industry experience, with a strong background in account management and client partnerships.
- Proven experience in account mining, sales growth, and achieving revenue targets.
- Extensive experience in managing Japanese banking clients.
- Must have lived and worked in Japan for at least 5–6 years, demonstrating adaptability and local market expertise.
- Strong interpersonal and relationship management skills with a consultative approach.

#### Key Performance Indicators:

- % Achievement of Order booking, Revenue, EBITDA Targets
- Customer Satisfaction (VOC/ NPS)
- Number of testimonials/ new customers brought in
- Number of Customers / key stakeholders moved from red to green
- Accuracy of budget planning

#### Operation Ecosystem

##### Internal

- Sales Team / Management
- Finance Team
- Solutions Team
- Project Management
- Onsite / offshore Support Team

##### External

- Customer
- Alliance/ Channel Partners

#### Preferred Attributes:

- MBA or equivalent postgraduate qualification.
- Prior experience in a mid-size IT/Financial Services company with a nimble and outcome-oriented culture.
- Exposure to digital transformation, cloud, AI, or DevOps themes would be an added advantage.

#### Behavioral Skills Knowledge / Skills

- Result-oriented
- Customer Focused
- Networking skills
- Communication and Persuasive skills
- Relationship Building
- Business Acumen
- Knowledge of Company's products and services
- Industrial knowledge and presence
- Microsoft Office

#### Future Career Progression:

Nucleus is well known for identifying, nurturing, and promoting the internal talent and having long mutually rewarding associations with its performing associates. Our focus programs help our associates to continuously grow based on their capability, performance, and career aspirations.

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## Company Description