



Associate Account Manager - Japanese Speaker

Job Information

Hiring Company[EcoVadis](#)**Subsidiary**

EcoVadis Japan K.K.

Job ID

1552355

Industry

Software

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

Negotiable, based on experience

Refreshed

July 21st, 2025 16:50

General Requirements

Minimum Experience Level

Over 3 years

Career Level

Mid Career

Minimum English Level

Fluent

Minimum Japanese Level

Native

Minimum Education Level

Bachelor's Degree

Visa Status

Permission to work in Japan required

Job Description

We are looking for an Associate Account Manager to join our team! In this position, we are looking for an individual that can support customers throughout the Japan region. Fluency in English and Japanese is required, with proficiency in additional languages considered an advantage.

Sustainable procurement has gained in importance and maturity over the past decade and is at the top of most of the Fortune 500 corporate agendas. Leading organizations are taking on strategic initiatives and goals in this space. As a digital SaaS solution, EcoVadis is designed to help such companies scale their initiative across their entire global supply chain. This requires good understanding of the solution by all impacted stakeholders and adoption of the principle of sustainable procurement, on all levels of our customers' procurement organization. The Customer Success team manages the strategic deployment and account management of the EcoVadis solution with our customers.

EcoVadis is looking for a dynamic Associate Account Manager, driven by sustainability, to join our APJ team in Japan, bringing energy and passion in a positive environment to manage the success of EcoVadis' customers.

Your primary responsibilities will include (but will not be limited to):

Strategic Account Management and Customer Success:

- Manage a portfolio of customers, ensuring they maximize the value they get from the EcoVadis solution and maintain a high level of satisfaction and engagement with the service and tools
- Advise customers on the implementation building blocks of their sustainable procurement program throughout their lifecycle. Partner with them to help them adopt and integrate EcoVadis in appropriate processes and tools. Provide thought leadership and effectively communicate the EcoVadis vision for Sustainable Supply Management
- Build advocacy among customers; Establish and maintain strong relationships with customer project managers, decision makers, and executive sponsors throughout the customer lifecycle
- Develop a customer program plan and act as the main point of contact for your accounts, providing proactive and reactive project management support and resources
- Develop and maintain Account Plans for all assigned customers
- Liaise between customer and EcoVadis teams (sales, sustainability, operations) to solve customer challenges and find opportunities and solutions
- Promote and upsell of additional services when suitable
- Lead and successfully manage contracts renewals
- Carefully monitor operations with your customers (forecast and delivery) in order to guarantee operational KPIs are met

Other:

Contribute to Ecovadis continuous improvement process by providing feedback to the product management team on solution development needs

Required Skills

- 3+ years successful customer management, account management, or consulting experience acquired in a fast paced environment
- The ideal candidate has formal education in a related field (Supply chain, sustainability, business)
- Knowledge of procurement systems and SaaS is an asset but not mandatory as long as the candidate has a quick understanding of complex management systems and tools and how they impact the workflow of the customer
- Excellent communication skills (Both written and verbal) in Japanese (JLPT N1 or equivalent is required) and English is a must. Additional language fluency is considered an advantage.
- Ability to summarize key findings in a presentable powerpoint presentation
- Excellent excel and data analytical skills
- Experience in developing Account Plans
- Computer literate (MS office, Google Suite, Salesforce or CRM, Project management tools...)
- Interest to work in an international and multicultural environment
- Self-driven, results oriented and team player
- Ability to be agile in an ever changing environment
- Thrives in a fast paced environment
- Passionate about sustainability

Additional Information

- Full time position
- Location: Yotsuya, Tokyo

In return for your expertise, we offer:

- Support with all the necessary office and IT equipment
- Flexi time working system
- Wellness allowance for mental and physical wellbeing
- Access to professional mental health support
- Referral bonus policy
- Learning and development
- Sustainability events and community involvement
- Peer recognition program
- Employee-led resource groups
- Social Insurance
- Commuting Allowance
- Work Model: Hybrid Work Model
- Remote work from abroad policy
- Life Insurance
- Paid employee volunteer day

Company Description