



Account Manager - Japanese Speaker

Job Information

Hiring Company

[EcoVadis](#)

Job ID

1577758

Industry

Software

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

7 million yen ~ 9 million yen

Refreshed

April 1st, 2026 20:00

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 Account Manager to join our team in Tokyo. In this position, we are looking for an individual that can support customers throughout the Japan region. Japanese and English fluency is a must.

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.

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
- Work with our Sales team 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
- Lead and/or support a variety of Customer-focused projects
- Teamwork, peer-coaching, and best practices sharing to contribute to the development of EcoVadis service and to maintain a positive and motivating atmosphere

Required Skills

Professional Experience & Education

- Experience: 5+ years of success in Account Management, Customer Success, or Consulting, ideally within a high-growth or fast-paced industry.
- Education: Bachelor's degree in Supply Chain, Sustainability, Business Administration, or a related field.
- Strategic Planning: Proven track record in developing and executing comprehensive Account Plans to drive growth and retention.

Language & Communication

- **Bilingual Proficiency: Professional fluency in both English and Japanese (Written and Verbal).**
- Cultural Competency: Native Japanese proficiency or JLPT N1 (or equivalent), with documented experience navigating Japanese business etiquette and client relations.
- Presentation Skills: Ability to synthesize complex data into clear, executive-level summaries and PowerPoint presentations.

Technical & Analytical Expertise

- Data Literacy: Advanced proficiency in Excel and data analytics to derive actionable insights. Experience with AI tools will be advantageous.
- Systems Knowledge: Familiarity with SaaS and Procurement systems (e.g., SAP Ariba, Coupa) is highly preferred.
- Digital Tools: Power-user of CRM platforms (Salesforce), Project Management tools, and office suites (MS Office, Google Workspace). Must demonstrate high technical aptitude for learning complex workflows.

Soft Skills & Values

- Agility: A self-driven, results-oriented professional who thrives in evolving, multicultural environments.
- Mission-Driven: A genuine passion for Sustainability and corporate social responsibility.
- Collaboration: A proactive team player who can work effectively across international time zones and diverse teams.

Company Description