



Account Executive, Network Growth - Japanese Speaker

Job Information

Hiring Company

EcoVadis

Job ID

1577759

Industry

Software

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

6 million yen ~ 7 million yen

Refreshed

February 18th, 2026 17:00

General Requirements

Minimum Experience Level

Over 3 years

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

Native

Minimum Education Level

Bachelor's Degree

Visa Status

Permission to work in Japan required

Job Description

- Engage with customers via phone, email, tickets, webinars, meetings and events to accompany them during the onboarding process, solve their queries and increase response rates for the Japanese market and APJ market, and ultimately persuade them to adopt our products.
- Take ownership of your assigned portfolio by identifying high-value customers and using proven sales methodologies to drive engagement.
- Manage, monitor and drive your portfolio to maximize conversion rates
- Be proactive to nurture and build your pipeline, re-engage customers and maximize inflow
- Be autonomous to manage all your tasks efficiently, display commercial awareness to identify proactively business opportunities
- Identify and escalate potential bottlenecks in the evaluation process to ensure timely completion.
- Capture and record internal and customer-sourced insights, then proactively report and contribute as necessary with the Team Leader, Management and other EcoVadis teams (Sales, Customer Success) to bridge gaps that may exist between customer expectations and participation
- Be accountable to drive conversion rates, quality scores and other performance metrics

Required Skills

- 2 years experience in a customer facing roles, ideally in sales or inside sales preferred: you should be comfortable with proactive outreach
- **Native level in Japanese and Fluency in English** (Additional language such as Mandarin Chinese or other South-East Asian languages is a strong plus)
- Understanding the Japanese business culture
- Passion for excellent customer service
- Ability to interpret data to identify actions
- Digital marketing experience is a plus
- Experience with Salesforce or CRM software preferred
- Comfortable working in a fast paced, high-growth environment
- Enthusiasm and motivation to improve customer experience
- Enjoy teamwork, proactive in suggesting, designing and implementing ideas and improvements

Company Description