



【年収900万～1,300万円】 Key Account Manager ◆ Facility Management ◆

Integrated Facilities Services in Japan

Job Information

Recruiter

[JobImpulse](#)

Job ID

1593231

Industry

Temp Agency, Outsourcing

Company Type

Small/Medium Company (300 employees or less) - International Company

Non-Japanese Ratio

Majority Japanese

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards, Minato-ku

Train Description

Hibiya Line, Toranomon Hills Station

Salary

9 million yen ~ 13 million yen

Hourly Rate

900万円 ~ 1300万円 ※ご経験・スキルに応じて優遇 ※賞与込み、年収ベースでの提示となります

Work Hours

月～金 9:00 ~ 18:00 (実働8時間 / 休憩1時間) ※業務状況により、時間外対応や週末勤務の可能性あり

Holidays

完全週休二日制 (土・日) 祝日、年末年始休暇、有給休暇、慶弔休暇など

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General Requirements

Minimum Experience Level

Over 3 years

Career Level

Mid Career

Minimum English Level

Business Level (Amount Used: English usage about 50%)

Minimum Japanese Level

Fluent

Minimum Education Level

High-School

Visa Status

Permission to work in Japan required

Job Description

Key Responsibilities:

■ Business Management

- Responsible for the delivery of Facility Management Services to the Client's representatives for the Japan business
- To manage the onsite team operations, as the most senior person onsite for the Japan operations.
- To communicate a vision for the strategic development of the Japan and wider regional account.
- Maintain an Account Development Plan in conjunction with local and central operations for all services areas.
- Evaluate proposed and required changes to services identifying financial, personnel and operational performance implications prior to confirmation and implementation of service changes and manage change process as appropriate.
- Ensure that the IFS team successfully completes scheduled activities and provide prompt and robust response to no planned activities in line with agreed Statement of Work.
- Manage ongoing innovations for improved productivity
- Ensure the required work, standards and financial targets are achieved in all services
- Locally lead any ISO Quality Management System activities, ensuring Service Excellence is maintained
- Support continuous development of maintenance strategy in line with, "Business Focused Maintenance" techniques (where such techniques can be employed).

■ Client Relationship

- Maintain the relationship framework for the account to ensure working relationships at all levels of the business are in place and effective
- Promote quality client communications
- Provide proactive feedback to client in areas of cost control, work scope, innovative improvements and additional services
- Ensure client issues are dealt with effectively at the appropriate level
- Check that all quality matters are being treated in a timely and professional manner as required
- Attend client meetings, have good knowledge of site operations, encourage active improvements & provide feedback to clients

■ Employee Engagement

- Implement performance management systems and conduct regular appraisals and reviews with managers and supervisors
- In conjunction with the our country management lead all the team performance development matters, including disciplinary actions, if required.
- Team building by active participation and encouragement of staff input
- Ensure appropriate procedures are in place for the recruitment and selection of staff taking active part in the recruitment of key staff
- Identify and monitor training requirements of supervisors, staff and suppliers
- Ensure appropriate procedures are in place to identify the development needs of team through observation and appraisal ensuring these are met through appropriate training and development activities
- Develop the senior leadership team for the account ensuring succession plans are in place
- To ensure the ongoing development of all managers, operatives and teams within the business and to establish succession plans for all key positions

■ Health Safety and Environment

- The position is responsible for ensuring total adherence to the HSE principles and programs in operations in Japan
- Maintain a reporting procedure for accidents and near misses
- Maintain a communication network to raise Health & Safety issues
- Ensure, with the leadership team that Risk Assessments for all tasks are implemented and communicated effectively
- Develop a safety culture within the Japan operations and support the wider account to establish a secure and safe environment
- Ensure initiatives and programs are implemented across the region to ensure the nominated energy saving targets are achieved

Required Skills

■ 必須条件

- ファシリティマネジメント / オフィス運営 / 総務領域でのマネジメント経験
- 外資系企業またはBPO環境での経験
- クライアントフェイシング経験
- 収支管理・KPI管理経験
- 組織マネジメント経験

- ビジネスレベルの英語スキル

- 日本語：ネイティブレベル（N1以上）
- 日本国内での就労許可をお持ちの方

- MS Officeの基本操作（Outlook、Word、Excel、PowerPoint）

■ 歓迎条件

- IFM (Integrated Facilities Management) 経験
- データセンター・クリティカルファシリティ経験
- ISO / HSE関連知識
- サステナビリティ推進経験
- 多国籍チームマネジメント経験

Company Description