



PR/097257 | Account Manager

Job Information

Recruiter

JAC Recruitment Singapore

Job ID

1599704

Industry

IT Consulting

Job Type

Permanent Full-time

Location

Canada

Salary

Negotiable, based on experience

Refreshed

June 26th, 2026 11:50

General Requirements

Minimum Experience Level

Over 3 years

Career Level

Mid Career

Minimum English Level

Native

Minimum Japanese Level

None

Minimum Education Level

Associate Degree/Diploma

Visa Status

No permission to work in Japan required

Job Description

COMPANY OVERVIEW

My client is a platform that combines AI with a global flexible workforce to help brands scale customer support and data annotation quickly, efficiently, and cost-effectively. Their model replaces traditional contact centers by removing overhead, enabling on-demand scaling, and giving workers autonomy with instant pay.

Job Summary:

The Account Manager is responsible for managing large-scale annotation programs, ensuring smooth operations, compliance, and client satisfaction. Acts as the bridge between stakeholders and internal teams across multilingual workflows.

Job Responsibilities:

- Act as the main contact for clients and stakeholders
- Oversee project timelines, deliverables, and issue resolution

- Ensure projects meet quality, productivity, and compliance standards
- Identify operational risks, staffing gaps, and workflow bottlenecks, implement fixes
- Support workforce planning and scaling
- Track KPIs, SLAs, workforce metrics, account health
- Lead reviews, reporting, and updates
- Coordinate with operations, QA, recruitment, training, production to ensure successful project execution
- Maintain accurate documentation, process updates, and project trackers
- Collaborate with multilingual teams handling AI data workflows
- Drive continuous improvement initiatives to optimize operational efficiency and client satisfaction

Requirements:

- Minimum 3–5 years of experience in account, operations, project management, or client services
- Knowledge of data labeling, AI operations, content moderation, BPO, or digital operations environments
- Experience with enterprise or high-volume operational accounts
- Strong analytical and problem-solving abilities
- Ability to manage multiple priorities in fast-paced environments
- Excellent stakeholder management and communication skills
- Experience with KPI reporting, SLA management, and operational dashboards
- Detail-oriented and highly organized
- Experience managing remote or distributed teams
- Background in vendor management or workforce operations
- Experience working with cross-functional and multicultural teams
- Skilled in spreadsheets, reporting tools, and project tracking systems
- Familiarity with AI training data, annotation workflows, or trust & safety operations

Location: Singapore (remote)

Employment: Full time

We regret to inform that only shortlisted candidates will be notified.

Sharon Hong (R25128240)

JAC Recruitment Pte. Ltd. (90C3026)

#LI-JACSG

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Company Description