POSM Account Manager

Exclusive job

Growing global company in Ebisu

Job Information

Recruiter
Advisory Group K.K.

Hiring Company
Global MPO/BPO

Job ID
1608118

Industry
Publishing, Printing

Company Type
Large Company (more than 300 employees) - International Company

Non-Japanese Ratio
Majority Japanese

Job Type
Permanent Full-time

Location
Tokyo - 23 Wards, Shibuya-ku

Train Description
Yamanote Line, Ebisu Station

Salary
6 million yen ~ 8 million yen

Salary Bonuses
Bonuses paid on top of indicated salary.

Work Hours
8hrs per day

Holidays
15+

Refreshed
October 30th, 2026 23:00

General Requirements

Minimum Experience Level
Over 3 years

Career Level
Mid Career

Minimum English Level
Business Level (Amount Used: English usage about 25%)

Minimum Japanese Level
Fluent Level

Minimum Education Level
High-School

Visa Status
Permission to work in Japan required

Job Description

- Provide technical input and advice on print projects as required.
- Take briefs from the client including full specification details and deadline dates and manage from start to finish.
- Suggest alternative options and innovation where possible.
- Produce detailed specifications for internal and external clients based on client knowledge.
- Brief suppliers on client requirements.
- Deliver a high level of customer service.
- Monitor projects to ensure they are delivered to specification and on time.
- Ensure activity is recorded using the designated company tools.
- Maintain a full understanding of the broad range of HH Global's services and work closely with the internal departments.
- Implement new methods and procedures as required.
- Work as a team to help deliver contractual requirements, prepare presentations and complete necessary account admin and reporting.
- Ensure invoicing procedures are followed.
- Able to attend meetings away from the client site as required.
- Press passing when required and often out of normal working hours.
- Work with Clients to identify new business opportunities.
- Agree and manage budgets and P+L's.
- Ensure profit is maximised through analysis of performance.
- Deliver services to meet and exceed contracted SLA's.
- Manage and monitor objectives to meet key business drivers.
- Ensure compliance with Regulatory and Company policies.
- Measure customer satisfaction and take appropriate action.

Required Skills

- Account management experience, working within a contracted environment to strict SLAs (service level agreements) and KPIs (key performance indicators).
- Experience in a client facing role is essential.
- Experience in liaising directly with clients and advising on campaign print/digital solutions is preferred.
- POS conceptual experience.
- Previous experience working in print/ print management/ print buying/ marketing print procurement essential.
- Experience in troubleshooting unexpected project issues and implementing preventative measures is preferred.
- Leadership and management experience is desirable.
- Numerate with a strong commercial understanding.
- Ability to manage multiple projects simultaneously.
- Strong time management and prioritisation skills.
- Able to prioritise workload in a high energy environment.
- Has a high level of technical print knowledge with detailed understanding of different techniques.
- Experienced and confident with press passing.
- Is professional, courteous and calm under pressure.
- Has a project management mind-set.
- Process driven, with an eye to sales and business development.
- Approachable and confident to offer advice in meetings.

- Able to manage and communicate with key client stakeholders to successfully deliver and exceed their expectations.
- Knowledge of Microsoft office and Google Apps is preferred but not essential.

Company Description