

Client Account Services Manager

Job Information

Recruiter
JAC International Co., Ltd.

Hiring Company
Leading Global Asset Management Firm

Job ID
1617213

Industry
Other

Job Type
Permanent Full-time

Location
Tokyo - 23 Wards

Salary
Negotiable, based on experience

Refreshed
November 12th, 2026 02:00

General Requirements

Minimum Experience Level
Over 3 years

Career Level
Mid Career

Minimum English Level
Business Level

Minimum Japanese Level
Business Level

Minimum Education Level
Bachelor's Degree

Visa Status
Permission to work in Japan required

Job Description

Role Summary

The Client Services Manager plays a key role in supporting client relationships throughout the client lifecycle, including onboarding, account maintenance, and ongoing service delivery. The position partners with internal and external stakeholders to coordinate operational activities, manage risks and dependencies, and ensure a high-quality client experience.

The role requires strong stakeholder management, problem-solving, and project coordination skills, with responsibility for driving effective communication, operational excellence, and continuous process improvement.

Key Responsibilities
1. Client Relationship Management & Service Delivery
- Act as a primary point of contact for assigned client service and operational matters.
- Coordinate and manage client requests, account maintenance activities, reporting inquiries, and service-related changes.
- Ensure timely resolution of issues through effective stakeholder coordination and communication.

- Monitor service delivery and proactively identify and escalate risks that may impact client outcomes.

2. Onboarding & Business Change Support
- Support onboarding, account transitions, and change management activities in partnership with internal teams and key stakeholders.
- Coordinate implementation planning, operational readiness assessments, and project execution activities.
- Review client requirements, service arrangements, reporting needs, and operational processes to identify implementation considerations and required actions.
- Work with internal partners to ensure successful execution of onboarding and business change initiatives.

3. Stakeholder Engagement & Coordination
- Act as an advocate for client and business requirements, ensuring priorities and expectations are clearly communicated.
- Coordinate cross-functional teams to establish action plans, responsibilities, timelines, and deliverables.
- Maintain visibility over key activities and proactively address issues that may impact service quality, operational effectiveness, or stakeholder satisfaction.

4. Risk Management & Operational Oversight
- Analyze operational processes and servicing requirements to identify risks, dependencies, control considerations, and improvement opportunities.
- Escalate issues and exceptions in accordance with established governance and risk management frameworks.
- Support issue resolution efforts, root cause analysis, and implementation of corrective actions where required.
- Maintain accurate records of requirements, decisions, actions, and service-related issues to ensure transparency and accountability.
- Prepare management reporting, service reviews, and trend analysis to support decision-making and service excellence.

5. Process Improvement & Team Contribution
- Participate in initiatives designed to enhance client experience, operational efficiency, and service quality.
- Identify opportunities to streamline processes, reduce manual effort, and improve scalability through automation, digital solutions, and emerging technologies.
- Contribute to best-practice development, process documentation, and knowledge-sharing initiatives.
- Support training, coaching, and development of colleagues by sharing expertise and promoting consistent ways of working.
- Collaborate with global and regional teams to drive continuous improvement and operational excellence.

Employee Benefits:
In accordance with Japanese labour law

Required Skills

Qualifications & Experience
- 5+ years of relevant experience in client services, account management, operations, project coordination, onboarding, or financial services.
- Proven ability to independently manage and coordinate moderately complex client service, onboarding, or operational change initiatives involving multiple stakeholders.
- Strong understanding of financial products, business operations, regulatory considerations, and risk management principles.
- Experience reviewing client requirements, agreements, or service documentation and translating them into practical business and operational actions.
- Excellent stakeholder management skills, with the ability to build relationships, influence outcomes, and collaborate effectively across functions.
- Strong analytical, problem-solving, and organizational abilities, with a proactive and detail-oriented approach.
- Ability to manage multiple priorities and deliver high-quality results in a fast-paced environment.
- Excellent written and verbal communication skills in both Japanese and English.
- Experience working in a regional or global organization and collaborating with cross-functional teams is advantageous.

Company Description

新たに日本マーケットに参入される外資系企業や、日本でさらなるビジネス拡大をお考えの外資系企業のお客様に、私たちは最適な採用サポートを提供いたします。1975年に英国初の日系人材紹介会社としてロンドンで創業し、その後シンガポール、日本、マレーシア、インドネシア、タイ、中国の7カ国（また2011 年には香港・韓国にも拠点を新設予定）でグローバル人材紹介会社として事業を拡大してきたジェイ エイ シーは、そのバックグラウンドから、海外文化への深い理解を持ち合わせています。グローバルに事業を展開する日系人材紹介会社のリーディングカンパニーとして、私たちは他に類のない人材ネットワークから、日本人の優秀なバイリンガル人 材や外国人のプロフェッショナル人材をご提供することが可能です。幅広い業種、職種においてのエキスパートである当社のネイティブあるいはバイリンガルコ ンサルタントが皆様のパートナーとなり、適材適所で人材のご紹介をいたします。ジェイ エイ シーが築いてきた特有の歴史、文化、そしてグローバルマーケットでの強みを揺ぎない核として、日本マーケットで躍動する外資系企業のお客様のニーズにさら に的確にお答えするために、ジェイ エイ シー インターナショナルは誕生しました。私たちはアジアやヨーロッパのJAC Recruitment Group海外各社と緊密に連携を取り、お客様の真のニーズを把握した上で、最適なキャンディデイトをご紹介いたします。

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We provide specialized proactive recruitment support tomultinational clients who are setting up new operations or areexpanding existing business and seeking further growth in theJapanese market.As the first Japanese recruitment company to set up operations in theUK in 1975, understanding foreign cultures is second nature to us.With our extensive global network and historically leading position asrecruitment consultancy to Japanese corporations, we have access toan unrivaled pool of bilingual Japanese and foreign professionals.Our professional consultants are experts in a range of Industries andfunctions and all have extensive multicultural experience.Based on JAC’s unique history, culture and market

strength, JACInternational was founded to provide dedicated support to ourmultinational corporate clients in Japan.

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