Key Account Manager | Tourism Industry

Lead Japan Growth | TravelTech | Remote Flex

Job Information

Hiring Company
Headout Inc

Job ID
1618314

Industry
Other (Hospitality)

Job Type
Permanent Full-time

Location
Japan

Salary
8 million yen ~ 10 million yen

Salary Bonuses
Bonuses included in indicated salary.

Salary Commission
Commission included in indicated salary.

Refreshed
November 20th, 2026 00:00

General Requirements

Minimum Experience Level
Over 6 years

Career Level
Mid Career

Minimum English Level
Business Level

Minimum Japanese Level
Fluent Level

Minimum Education Level
Bachelor's Degree

Visa Status
Permission to work in Japan required

Job Description

This role is a good fit for you if:

- You want to **own a market end-to-end**, from discovering new opportunities to building and scaling them.
- You're a **relationship builder at heart** and enjoy developing partnerships that create long-term value.
- You thrive on **variety, autonomy and complex problems**, with a new challenge to solve every day.
- You want to work with **colleagues across different geographies and cultures**, gaining global exposure while being the local owner for Japan.
- You value **flexibility in how you work,** with a Tokyo-based role that offers remote/hybrid working and occasional travel.

- You want to combine **deep local ownership with the scale and ambition of a global technology company.**

✈ Why Headout?

We're a rocketship: 9-figure revenue, record growth, and profitable

With $200M+ in revenue, guests in 700+ cities, and 18 months of profitability, Headout is the fastest-growing marketplace in the travel industry, and we're just getting started. We've raised $60M+ from top-tier investors and are building a durable company for the long term — because that's what our mission needs and deserves. We're growing, profitable and nowhere near done.

What we do is important

In an increasingly digital world, there is a desperate need to augment our human experience by getting us to interact with the real world around us and the people in it. At Headout, our mission is to be the easiest, fastest, and most delightful way to head out to a real-life experience — from immersive tours to museums to live events and everything in between.

Why now?

The foundation is strong. The opportunity ahead is even bigger. We've hit profitability, built momentum, and proven the model — but there's so much more to build. If you're looking to join a company where the trajectory is steep and your impact is real, this is the moment.

Our culture

Reinventing the travel industry isn't easy, but that's the fun part.
We care deeply about ownership, craft, and impact, and we're here to do the best work of our careers. We won't pretend like it's for everyone but if you're a builder who loves solving tough problems, you'll feel right at home. Read here to know more: https://www.headout.com/careers/operating-principles/

⚡The role

We are looking for a **Business Development Manager, Japan** to join our APAC Business team. Reporting to the Head of Business Development, Japan , you'll own the end-to-end growth of one of the world's most exciting travel markets.

This is far more than a sales role. You'll identify new opportunities through market research, launch new experiences and cities, build deep partnerships with Japan's leading attraction and experience providers, and work cross-functionally with Growth, Marketing, Product, and Operations teams to maximize bookings and unlock long-term revenue potential.

As the face of Headout in Japan, you'll combine local market expertise with the scale of a global marketplace, helping shape how millions of travelers discover experiences across the country.

This role is based in **Tokyo**, with the flexibility to work remotely while collaborating with global teams across multiple time zones and occasional travel within Japan and internationally.

What makes this role special?

- **Own the full life cycle**. This is a true end-to-end commercial role. You'll identify new markets and experiences through customer and market insights, bring new partners onto the platform, and continue growing them long after they go live. Every day brings a different challenge, from launching a new city to helping an iconic attraction reach millions more travelers through Headout.
- **Build relationships that compound**. Japan is a relationship-first market, and so are we. Success in this role comes from building trusted, long-term partnerships rather than chasing short-term transactions. You'll become a strategic partner to your portfolio, helping operators grow alongside Headout over many years.
- **Drive growth beyond sales.** Winning a partnership is only the beginning. You'll work closely with Growth, Marketing, Operations, and Product teams to improve visibility, optimize commercial performance, and unlock new opportunities for every partner in your portfolio.
- **Think globally, act locally**. While you'll own the Japan market, you'll collaborate daily with colleagues across our global offices. It's an opportunity to combine deep local expertise with the pace, scale, and ambition of an international technology company, all while remaining based in Tokyo with a flexible way of working.

Required Skills

√What skills & experience do you need?

- Full professional fluency in both **Japanese and English**.
- 6-9 years of experience in business development, partnerships, account management, or commercial roles.
- Industry exposure ideally within travel, marketplaces, SaaS, or consumer technology.
- Demonstrated ability to build trusted, long-term client relationships and grow strategic partnerships over time.
- Strong commercial acumen with the ability to identify market opportunities, analyze performance, and translate insights into action.
- Excellent communication and stakeholder management skills, with experience working across functions and influencing diverse teams.

- Comfortable working in a fast-moving, entrepreneurial environment with high ownership and autonomy.
- A global mindset, with enthusiasm for collaborating across cultures and time zones.
- Experience using CRM tools and data to manage pipelines, partnerships, and commercial performance.
- Based in **Tokyo**, with flexibility for occasional domestic and international travel.

Bonus (Definitely not mandatory!)

- Fluency in Mandarin would be an added advantage, given opportunities to work with partners and cross-functional teams across Greater China and the wider APAC region.

EEO statement

At Headout, we don’t just accept differences — we celebrate it, we support it, and we thrive on it for the benefit of our employees, our partners, and the community at large. Headout provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, age or disability. During the interview process, if you need assistance or an accommodation due to a disability, you may contact the recruiter assigned to your application.

Privacy policy

Please note that once you apply for this job profile your personal data will be retained for a period of one (1) year. Headout shall process this data for recruitment purposes only. Once the relevant job profile is filled or once the time period of one (1) year from the date of the job application has passed, whichever is later, Headout shall either delete your data or inform you that it shall keep it in its database for future roles. In compliance with the relevant privacy laws, you have the right to request access to your personal data, to request that your personal data be rectified or erased, and to request that the processing of your personal data be restricted. If you have any concerns or questions about the way Headout handle your data, you can contact our Data Protection Officer for more information.

Company Description