Head of Account Management

Job Information

Recruiter
Build Plus K.K.

Job ID
1619417

Industry
Other (Hospitality)

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

Job Type
Permanent Full-time

Location
Tokyo - 23 Wards

Salary
20 million yen ~ 30 million yen

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General Requirements

Minimum Experience Level
Over 10 years

Career Level
Executive

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

The Company

Our client is a leading global technology and digital commerce company operating one of the world's largest online platforms in the travel sector. With a strong presence across Asia and international markets, the company connects millions of consumers with accommodation and travel partners worldwide.

As the business continues to expand in Japan, they are looking for an experienced commercial leader to join their Account Management organization.

The Role

The **Head of Account Management** will play a key leadership role in driving the performance and growth of the company's partner portfolio in Japan.

This position combines **commercial strategy, account management, people leadership, and data-driven decision-making**. You will lead a team of Account Managers responsible for developing strategic relationships with accommodation partners, identifying growth opportunities, and improving partner performance on the platform.

You will work closely with senior leadership and cross-functional teams to translate market insights and business priorities into actionable commercial strategies.

Key Responsibilities

- Lead, coach, and develop a team of Account Managers, creating a high-performance and collaborative team environment.
- Own the commercial performance of an assigned market, region, or strategic partner portfolio.
- Develop and execute account management strategies that drive partner growth, engagement, and long-term value.
- Build strong relationships with key and strategic partners, including senior-level stakeholders.
- Identify opportunities to improve partner performance using commercial insights, market trends, and platform data.
- Analyze business performance and KPIs to identify opportunities, risks, and areas requiring intervention.
- Support the team in complex commercial discussions, negotiations, and strategic partner conversations.
- Establish clear goals and performance expectations and regularly review progress against commercial targets.
- Collaborate with internal teams including Marketing, Product, Analytics, Operations, and other regional/global stakeholders.
- Represent the local market internally and provide insights on competitive developments, partner needs, and changing market conditions.
- Contribute to broader commercial planning and strategic initiatives for the Japan business.
- Drive continuous improvement in account management processes, team effectiveness, and partner engagement.

Required Skills

What We're Looking For

- Significant experience in **Account Management, Key Account Management, Business Development, Sales, Partnerships, or another commercial function**.
- Proven experience managing and developing teams in a fast-paced, results-oriented environment.
- Strong track record of managing strategic accounts and building long-term commercial relationships.
- Excellent analytical skills with the ability to use data to identify opportunities and make business decisions.
- Strong commercial judgment and experience working toward revenue, growth, or other performance targets.
- Ability to influence and communicate effectively with both internal stakeholders and external partners.
- Comfortable operating in a highly international, cross-functional, and data-driven organization.
- Strong problem-solving skills and the ability to navigate ambiguity and changing priorities.
- Experience in **technology, e-commerce, online marketplaces, travel, hospitality, or other platform businesses** is highly relevant.
- Business-level or higher **Japanese and English** communication skills.

Company Description