



Title: Account Manager
Location: Burlingame, CA

Job Description (Essential Job Functions):

- Contact new and existing customers to discuss their needs, and to explain how these needs could be met by specific products and services;
- Customarily and regularly engage in sales, and/or obtaining orders or contracts for services or for the use of facilities away from the employer's place or places of business, including away from home offices;
- Answer customers' questions about products, prices, availability, or credit terms;
- Quote prices, credit terms, or other bid specifications;
- Emphasize product features based on analyses of customers' needs and on technical knowledge of product capabilities and limitations;
- Negotiate prices or terms of sales or service agreements;
- Maintain customer records, using automated systems;
- Identify prospective customers by using business directories, following leads from existing clients, participating in organizations and clubs, and attending trade shows and conferences;
- Prepare sales contracts for orders obtained, submit orders for processing, and collect any and all outstanding account receivables (A/R), by contacting the customers directly;
- Select the correct products or assist customers in making product selections, based on customers' needs, product specifications, and applicable regulations; specifications or applications;
- Collaborate with colleagues to exchange information, such as selling strategies or marketing information;
- Prepare sales presentations or proposals to explain product;
- Demonstrate and explain the operation and use of products;
- Provide customers with ongoing technical support;
- Inform customers of estimated delivery schedules, service contracts, warranties, or other
- information pertaining to purchased products;
- Attend sales and trade meetings, and read related publications in order to obtain information about market conditions, business trends, and industry developments;
- Visit establishments to evaluate needs or to promote product or service sales;
- Complete expense reports, sales reports, or other paperwork;
- Initiate sales campaigns and follow marketing plan guidelines in order to meet sales and production expectations;
- Recommend ways for customers to alter product usage in order to improve production; and
- Complete product and development training as required.

Qualification/Requirements:

Basic Skills:

- Speaking: Talking to others to convey information effectively (Primary language: Japanese);
- Persuasion: Persuading others to change their minds or behavior;
- Active Listening: Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times;
- Social Perceptiveness: Being aware of others' reactions and understanding why they react as they do;
- Reading Comprehension: Understanding written sentences and paragraphs in work related documents. (Primary language: Japanese);
- Negotiation: Bringing others together and trying to reconcile differences;
- Service Orientation: Actively looking for ways to support people;
- Critical Thinking: Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems;
- Active Learning: Understanding the implications of new information for both current and future problem-solving and decision-making;
- Coordination: Adjusting actions in relation to others' actions;
- Complex Problem Solving: Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions;
- Judgment and Decision Making: Considering the relative costs and benefits of potential actions to choose the most appropriate one;
- Writing: Communicating effectively in writing as appropriate for the needs of the audience. (Primary language: Japanese); and
- Time Management: Managing one's own time and the time of others.

Computer Skills:

- Experienced in Use of Office Suite Software (Word, Excel, PowerPoint); and
- Experienced in Use of Groupware (Google Apps)

Preferred Knowledge:

- Sales and Marketing: Knowledge of principles and methods for showing, promoting, and selling products or services. This includes marketing strategy and tactics, product demonstration, sales techniques, and sales control systems;
- Customer and Personal Service: Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction;
- IT: Knowledge of general IT concept; and
- English Language: Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

Qualifications / Requirements:

- Driver's License
- Bachelor Degree or equivalent;