

Account Manager

JTL-SS-AM-08-21 | Sales | Full-Time | Posted on June 8th, 2022 | Expires on August 20th, 2021

ACCOUNT MANAGER ROLE

We are looking for a competent individual to fill the position of Account Manager.

KEY JOB RESPONSIBILITIES FOR ACCOUNT MANAGER ROLE

- â Developing strong relationships with customers, connecting with key business executives and stakeholders.
- â Identifying new business opportunities among existing customers.
- â Responding to client queries.
- â Liaise with cross-functional internal teams to improve the entire customer/client experience.
- â Serve as the lead point of contact for customer account management matters.
- â Build and maintain strong, long-lasting client relationships.
- â Negotiate contracts, close and service agreements.
- â Ensure the timely and successful delivery of solutions according to customer needs and objectives.
- â Clearly communicate the progress of weekly/monthly/quarterly initiatives to internal and external stakeholders.
- â Forecast and track key account metrics (e.g., quarterly sales results and annual forecasts).
- â Prepare reports on account status.
- â Tender management for both technical and financial proposal and proactive follow up.
- â Continuous analysis of competition and changing market trends.
- â Financial management in terms of invoicing, payment follow ups and credit note issuance.
- â Conducting service review with clients.

• Assist with challenging client requests or issue escalations as needed.

• Keep clients satisfied and engaged with our products and services in the long run.

QUALIFICATIONS FOR THE ACCOUNT MANAGER ROLE

• Bachelor's degree in Marketing or any other business-related course

• Proven work experience as an Account Manager, Key Account Manager, Sales Account Manager, or relevant role

• Demonstrable ability to communicate, present and influence key stakeholders at all levels of an organization, including executive

Location: Nairobi

Department: Sales

Job Type: full-time