

Account Manager

JTL-SS-AM-08-23 | Sales | Contract | Posted on November 28th, 2023 | Expires on August 30th, 2023

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

ACCOUNT MANAGER JOB RESPONSIBILITIES

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

Department: Sales

Job Type: contract