

Key Account Manager Duties and Responsibilities

- Developing a solid and trusting relationship between major key clients and company
- Resolving key client issues and complaints
- Developing a complete understanding of key account needs
- Anticipating key account changes and improvements
- Managing communications between key clients and internal teams
- Strategic planning to improve client results
- Negotiating contracts with the client and establishing a timeline of performance
- Establishing and overseeing internal budgets with the company and external budgets with the client
- Working with presales, product and delivery teams and team members from other departments dedicated to the same client account to ensure the highest quality of delivery and commitment to client needs is met
- Collaborating with the product team to maximize profit by up-selling or cross-selling
- Planning and presenting reports on account progress, goals, and quarterly initiatives to share with team members, stakeholders, and possible use in future case studies or company training
- Meeting all client needs and deliverables according to proposed timelines
- Analysing client data to provide customer relationship management
- Expanding relationships and bringing in new clients

Key Account Manager Requirements and Qualifications

- Able to multitask, prioritize, and manage time efficiently
- Goal-oriented, organized team player
- Encouraging to team and staff; able to mentor and lead
- Self-motivated and self-directed
- Excellent interpersonal relationship skills
- In-depth understanding of company key clients and their position in the industry
- Eager to expand the company with new sales, clients, and territories

- Able to analyse data and sales statistics and translate results into better solutions
- Bachelor's degree in marketing, business administration, sales, or relevant field; Master's degree preferred
- Ten years plus previous work experience in sales, management, key account management, or relevant experience
- Excellent verbal and written communication skills; must be a listener, a presenter, and a people-person
- Strong negotiation skills, with ability follow-through on client contracts
- Ability to multitask and manage more than one client account
- Proven results of delivering client solutions and meeting sales goals
- Have a technological bent of mind.
- Have travelled abroad and worked with large International customers.
- Handled large value customer engagements.