

## Key Account Manager

We are looking for a skilled Key Account Manager (KAM) to oversee the relationship's of the company with its most important clients. You will be responsible for obtaining and maintaining long term key customers by comprehending their requirements.

The ideal candidate will be apt in building strong relationships with strategic customers. You will be able to identify needs and requirements to promote our company's solutions and achieve mutual satisfaction. The goal is to contribute in sustaining and growing our business to achieve long-term success.

### Responsibilities

**Communication:** Serve as the link of communication between key customers and internal teams. Resolve any issues and problems faced by customers and deal with complaints to maintain trust. Comfortable addressing C-suite executives as well as coordinating with operations and sales teams to ensure the customer's needs and expectations are properly met.

**Company & customer expertise:** Acquire a through understanding of key customer needs and requirements. Ensure the correct products and services are delivered to customers in a timely manner. Understand customer's strategy, market position, budget, goals and provide custom tailored service.

**Strategic perspective:** Develop trust relationships with a portfolio of major clients to ensure they do not turn to competition. Expand the relationship with existing customers by continuously proposing solutions that meet their objectives. Prepare regular reports of progress and forecasts to internal and external stakeholders using key account metrics.

**Leadership:** Key Account Manager should be a visionary leader. In order to materialize the vision must be adept at directing customers and managing co-workers at all levels of the business.

**Skilled negotiation:** KAM's ultimate goal should be to build the lifetime value of the customer. In order to do this, you not only need to sell to the customer but also negotiation terms so both parties end up happy.

**Value-based selling:** Play an integral part in generating new sales that will turn into long-lasting relationships. Should be able to communicate the value of offerings both strategically and financially to the customer.

### Requirements

- Proven experience as Key Account Manager
- Experience in sales and providing solutions based on customer needs
- Excellent verbal and written communications skills
- Ability to communicate, present and influence all levels of the organization, including executive and C-level
- Excellent listening, negotiation and presentation and organizational skills
- Strong English communication skills is a must and any other language is an asset
- Degree in Business Administration, Marketing or related field is a plus or equivalent work experience.

### Job Location:

Canada