

POSITION: Account Manager

SUPERVISOR: Commercial Director

LOCATION: Nairobi, Kenya

Role Description

The role involves management of business relationship with key accounts at the company. It also involves developing new business from existing clients.

DUTIES AND RESPONSIBILITIES

1. Constant communication with existing customers ensuring their experience with company remains positive at all times
2. Strive to give individualized attention to each customer by understanding their individual and unique needs and ensuring that they are met by the company
3. Develop and implement initiatives for increasing customer satisfaction and retention
4. Manage customers' expectations especially in case of service delivery disruptions and works with all teams to resolve such situations quickly
5. Manage the contracting process of existing and new customers ensuring SLA obligations are met by all the parties
6. Meet the set sales targets within the existing accounts as well as new accounts
7. Build new business relationships using existing contacts
8. Own and manage the tendering process and ensure that company's responses for tenders are competitive at all times
9. Prepare and share with management and relevant teams the monthly, quarterly and annual sales reports as required
10. Play a key role during project delivery by ensuring the customer requirements are met by the various project teams
11. Share customer feedback with all the relevant teams for service and product improvement
12. Work closely with the Marketing Lead for effective implementation of the marketing plans and activities
13. Develop and maintain networks through attending industry events and conferences for business development
14. Any other duty as may be assigned by the supervisor or management from time to time

Requirements

1. Bachelor's Degree in Business Administration or related course
2. Five (5) years' experience in a Business Development/Key account management or related field
3. Negotiation skills
4. Presentation skills
5. Ability to obtain, analyse and translate data
6. Communication and interpersonal skills

Interested candidates should submit their applications attaching CV only to recruitment@tracom.co.ke by 28th February 2023. Only shortlisted candidates will be contacted.