

Designation:	KEY ACCOUNT MANAGER
JOB TYPE:	Full time
LOCATION:	Mumbai
THE POSTION REPORTS TO	COO
MAIN DUTIES / RESPONSIBILITIES:	<p>The Key Account Manager is responsible for achieving Company objectives, KPIs and targets at assigned key customers, Where directed, the KAM develops new customers in a manner that will achieve short and long-term, profitable growth at the assigned account.</p> <ul style="list-style-type: none"> • <u>Single Point of Contact.</u> SPOC for Client on all terms agreed upon in SLA. • <u>Task Management.</u> <i>Monitor day to day activities</i> through implants and liaise with Branches & ensure deliverables as per SLA / TAT & be proactive in escalating issues ahead of time & ensure SLA / TAT is retained. • <u>Implant Management.</u> Implants are adequately <i>trained to handle/follow</i> activities and laid down processes required for meeting the commitments as per SLA and monitor their activities. • <u>Compliance Management.</u> All activities of clients are executed within the framework of compliances and <i>to ensure</i> proper returns/records are filed with the regulatory authorities within specified timelines. • <u>Record Management.</u> All records are <i>preserved & maintained adequately</i> by Implants and carry out periodical audit to assess correctness. Keeping a track of all documents with validities and advising concerned agencies (Including Customer) for timely revalidation. • <u>Advisory Role.</u> Advise clients on impact of latest regulations/notifications pertaining to compliances on their businesses. • <u>Relationship Management.</u> Develop and nurture professional relationships to facilitate and ensure client satisfaction, business retention and opportunity development to achieve strategic partnership. • <u>Business Development.</u> Identify and convert cross-selling/up selling opportunities, in consensus with respective sales account. • <u>Receivables Management.</u> All services rendered <i>are billed as per SLA</i> and the payments are settled by clients within the agreed payment cycles. • <u>Escalation Management.</u> Routine functioning of activities and probable issues affecting SLAs are <i>brought to the notice of senior management</i> of Cargomen through periodical MIS and escalation matrix.
SKILLS & EXPERIENCE	
a) Qualifications:	<ul style="list-style-type: none"> • At least Graduation - in any discipline or Industry experience
b) Experience:	<ul style="list-style-type: none"> • 2- 3 years experience in a similar role/industry

c) Skills:	<p>The incumbent must demonstrate the following skills:</p> <ul style="list-style-type: none"> i. Inter-personal skills ii. Communication Skills iii. Analytical and problem solving Skills iv. Decision making skills v. Effective verbal and listening skills vi. Attention to detail and high level of accuracy vii. Very effective organizational skills viii. Effective written communications skills ix. Computer skills including the ability to operate spread sheet and word processing programs, and e- mail at a proficient level x. Stress management skills xi. Time management skills xii. Good analytical skills xiii. Good inter-personal skills. xiv. Problem-solving and negotiation skills.
Attributes	<p>The incumbent must also demonstrate the following personal attributes:</p> <ul style="list-style-type: none"> i. Be honest and trustworthy ii. Maintain confidentiality iii. Be respectful iv. Possess cultural awareness and sensitivity v. Be flexible vi. Demonstrate sound work ethics vii. Ability to build and nurture a team viii. Must be a problem-solver ix. Must be good at networking x. Adept at multi-tasking xi. Must be capable of handling transaction related pressures
Working Conditions	<p>This is a desk job. He / she can be posted to the client's location or our office.</p>
Does the job involve travel? Yes / No.	<p>Yes – local / inter-city.</p>

* **Disclaimer:** It is expected that you will discharge your duties with highest levels of integrity and transparently also ensuring the client and organisation data is protected at all times.