

Key Account Manager

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Company: Evolution

Location: Buenos Aires

Category: arts-design-entertainment-sports-and-media

Job Description

The Key Account Manager is responsible to acquire, maintain, and optimise business relationships and partnerships to achieve business KPI's. This will be by building relationships, increasing loyalty, and providing customers with the most relevant, personalised, and rewarding experience in a sustainable way.

Main Responsibilities:

Working closely with internal stakeholders to optimise strategy and ensure KPI targets are met

Representing the entire range of the Company's products

Distributing and presenting information to customers about upcoming game releases and opportunities

Liaising with in-house resources and operators to undertake promotional campaigns fulfillment.

Keeping close track on the performance of promotional campaigns to identify problems or issues that may arise

Establishing and maintaining effective key account relationships

Act as an intermediary between internal departments and customers

Acting as an escalation point for customers for any issues, and drive resolution action

Providing root-cause analysis, driving continuous improvement and execution of solutions

Proactively assessing, clarifying, and validating customer needs on an ongoing basis

Ensuring the timely and successful delivery of Company solutions according to customers' needs and objectives.

The duties and responsibilities described in this job description are not a comprehensive list and as such additional tasks may be assigned to the employee from time to time; The scope of the job may also be subject to change as necessitated by business demand.

Qualifications

Experience & Qualifications Required:

Previous experience within online B2B industry, ideally in online gaming industry.

Experience as Account Manager (3-5yrs)

Sound commercial awareness and knowledge of business development

Demonstrate a clear knowledge of how to generate results in a complex commercial environment

Experienced at effective client management.

Proven team management capabilities

Be analytical with the ability to think strategically

Have a genuine passion for sales, negotiation, decision-making, and problem-solving

Educational background in a related field would be preferred

Strong communication and written ability in English (portuguese language would be an asset)

Proficiency with Microsoft Office Suite, such as Excel and PowerPoint. Power BI would

be an asset.

Be presentable, willing to travel and work outside of normal office hours.

Any other ad hoc duties related to the role

Additional Information

We offer:

Competitive remuneration package

Comprehensive training

Professional and personal development

Dynamic working environment

Outstanding experience in an international environment

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