

Join our team as a

# KEY ACCOUNT MANAGER

**Fintech | Software Solutions**

Salary negotiable | Medical aid contribution | Provident Fund

## ABOUT THE POSITION

The successful candidate's main role will be to assist the business development team to retain top customers and nurture those key relationships. Ideally, you will become a strategic partner and advisor to the client, discovering new opportunities to work together for mutual benefit. You will need to build strong relationships with the client(s), identify challenges or opportunities, and find ways to maintain success within the account.

## REQUIREMENTS

- Business-related degree or diploma
- Well presented with own reliable transport.
- Experience as key account manager in the payment solutions / financial technology industry.
- Strong communication and interpersonal skills with aptitude in building relationships with professionals of all organizational levels
- Excellent organizational skills & problem-solving ability and negotiations should come naturally.

## RESPONSIBILITIES

- Develop trust relationships with a portfolio of major clients to ensure they do not turn to competition.
- Acquire a thorough understanding of key customer needs and requirements.
- Expand the relationships with existing customers by continuously proposing solutions that meet their objectives to Increase penetration.
- Ensure the correct products and services are delivered to customers in a timely manner.
- 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.
- Play an integral part in generating new sales that will turn into long-lasting relationships.
- Prepare regular reports of progress and forecasts to internal and external stakeholders.
- Undertake steps to build incremental business.