

Position: Key Accounts Manager

Location: Mumbai

Industry: Healthcare – Preferably

Experience: 2–3 Years

Education: MBA – Sales & Marketing (Preferably)

About the Role

We are looking for a **confident, presentable, and relationship-oriented Key Accounts Manager** to manage and strengthen relationships with our existing clients. The ideal candidate should have strong communication and sales skills, with the ability to understand client requirements, drive business growth, and build long-term client relationships.

Key Responsibilities

- Manage and maintain strong relationships with **existing clients and key accounts**.
- Act as the primary point of contact for assigned clients and understand their requirements.
- Drive **sales and revenue growth** from existing accounts through upselling and cross-selling opportunities.
- Regularly communicate with clients to identify their needs and resolve concerns.
- Develop strategies to improve **client retention and account growth**.
- Coordinate with internal teams to ensure smooth delivery of products/services.
- Conduct regular client meetings, follow-ups, and business reviews.
- Identify opportunities to expand business within existing accounts.
- Prepare sales reports, account updates, and forecasts as required.
- Ensure a high level of customer satisfaction and build long-term client relationships.

Key Skills & Competencies

- Excellent **verbal and written communication skills**.
- Strong **relationship management and interpersonal skills**.
- Good sales, negotiation, and presentation skills.
- Confident and **presentable personality**.
- Customer-focused approach with strong problem-solving abilities.
- Strong follow-up and coordination skills.
- Proactive and target-oriented approach.

- Ability to manage multiple client accounts effectively.

Preferred Candidate Profile

- **2–3 years of experience** in Key Account Management, Client Relationship Management, Sales, or Business Development.
- **MBA in Sales & Marketing is preferred.**
- Candidates with experience in the **Healthcare industry will be preferred.**
- Experience in managing existing clients and generating repeat business will be an advantage.
- Should be comfortable interacting with clients and conducting client meetings.
- Should possess a professional, confident, and customer-oriented personality.