

Key Account Coordinator

Responsibilities

- Develop and maintain strategic long-term trusting relationships with high volume clients to accomplish organic growth and long-term company objectives
- Suggest solutions that answer clients' needs and wants
- Ensure the ordered products are delivered in a timely manner
- Serve as contact point for key customers and internal teams
- Resolve customers' complaints in an effective and respectful way
- Gather, report, and communicate customers' feedback on service
- Measure, track and analyze key account metrics
- Keep abreast with industry and market trends and best practices
- Participation in customer meetings and visits

Role requirements:

- Excellent communication skills
- Capable of listening and understanding customer needs
- Ability to develop long term relationships
- Commercial awareness
- Self-motivated and able to work within the priorities established by your manager
- Ability to manage multiple project proposals combined with prospecting - short - medium- and long-term pipeline
- Effective time management
- Excellent organizational, planning and reporting skills.
- High level numeracy and literacy
- Knowledge of all Microsoft products
- Prior sales experience in account management is an advantage

This role is based in the UK or Poland