



*We create a better world by helping companies become great workplaces.*

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## ABOUT THE ORGANIZATION

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Great Place to Work® Institute is a global management research and consulting firm dedicated at enabling organisations achieve business objectives by building better workplaces. At Great Place to Work® Institute, we have spent 25 years tracking great workplaces and learning from their successes.

By surveying millions of employees and studying thousands of businesses, we have created a model for building performance based on trust. It is our contribution to a global shift in businesses that is changing the way the world works.

Our data show that building workplace trust is the best investment any company can make, leading to better recruitment, lower turnover, greater innovation, higher productivity, more loyal customers and higher profits.

Our model provides specific, actionable steps to get organizations there. While clients are the ones to lead their organization on this journey, we provide steady guidance from one of our 52 offices around the world.

Companies of all sizes look to us for our assessment tools, trainings, advisory services, conferences and workshops. The world looks to us to identify the best workplaces through our renowned lists produced by our best workplaces study teams. It is all part of our passion to create a better world by helping organisations become great workplaces. For more information log on to [www.greatplacetowork.com](http://www.greatplacetowork.com)

**LOCATION:** Mumbai

## **JOB BRIEF:**

We are looking for a skilled Key Account Manager to oversee the relationships of the company with its most important clients. You will be responsible for obtaining and maintaining long term key customers by comprehending their requirements. The ideal candidate will be apt in building strong relationships with strategic customers. You should be able to identify needs and requirements to promote our company's solutions and achieve mutual satisfaction. The goal is to contribute in sustaining and growing our business to achieve long-term success.

## **RESPONSIBILITIES:**

- Develop high trust relationships with a portfolio of major clients to ensure they are retained year on year
- Acquire a thorough understanding of key customer needs and requirements
- Expand the relationships with existing customers by continuously proposing solutions that meet their objectives
- 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
- Ensure the correct products and services are delivered to customers in a timely manner
- Analyse, Create and deliver reports and presentations to upper management team of the clients
- Work with internal subject matter experts to conceptualize meaningful learning sessions and workshops for the clients
- 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 using key account metrics

## **REQUIREMENTS:**

- Proven experience as key account manager
- Experience in sales and providing solutions based on customer needs
- Strong communication and interpersonal skills with aptitude in building relationships with professionals of all organizational levels
- Excellent organizational skills
- Ability in problem-solving and negotiation



- BSc/BA in business administration, sales or relevant field

## APPLICATION PROCEDURE

To apply, please write with your CV to [in careers@greatplacetowork.com](mailto:careers@greatplacetowork.com)