

Australia Jobs Expertini®

Key Account Manager

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Company: Zoho

Location: South Australia

Category: other-general

Zoho is one of the world's most prolific software companies. With 55+ applications in nearly every major business category, including sales, marketing, customer service, accounting and back office operations, and an array of productivity and collaboration tools built from the ground up, Zoho has the depth and breadth to solve even the most complex business challenges. With more than 100 million+ users and over 15,000 employees across the globe, hundreds of thousands of companies rely on Zoho, every day to run their businesses, including Zoho itself. With 25 years of being private, bootstrapped and profitable, we understand what it takes to run a sustainable, resilient business.

Job Title: Key Account Manager
Location: Adelaide
Experience: 2-5 years
Responsibilities: Develop new business by analyzing account potential; initiating, developing, and closing sales; recommending new applications and sales strategies. Identify potential in accounts by studying current business; identifying and evaluating additional needs; analyzing opportunities. Serve as the lead point of contact for all customer account management matters Ensure the timely and successful delivery of our solutions according to customer needs and objectives Co-ordinate with Internal Support team and deliver the right solution at the right time to the customers. Assist with challenging client requests or issue escalations as needed Initiate sales process by building relationships; qualifying potential; scheduling appointments. Collaborate with the sales team to identify growth opportunities within territory Develop new business with existing clients and / or identify areas of improvement to meet sales quotes Forecast and track key account metrics (e.g. quarterly sales results and annual forecasts) Prepare reports on account status Talk to the Key Accounts monthly, understand their usage pattern and suggest the

right way of usage and if needed, recommend more apps. Negotiate contracts and close agreements to maximize profits Build and maintain strong, long-lasting client relationships Develop sales by making initial presentation; explaining product and service enhancements and additions; introducing new products and services. Develop trusted advisor relationships with key accounts, customer stakeholders and executive sponsors Clearly communicate the progress of monthly / quarterly initiatives to the reporting manager. Contributes information to sales strategies by evaluating current product results; identifying needs to be filled; monitoring competitive products Preferences: 2-5 years of experience in sales/account management roles. Excellent Communication (Oral and Written Skills) Should have deep understanding of B2B SAAS products. This is a full-time position, and will offer a hybrid work model. A working week will be split between remote work, and our Adelaide office. #J-18808-Ljbfrr

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