# **Job Description - Manager - Key Accounts**

| **Type: On Roll** | **Reports To: VP-Business Operations** | **Minimum Qualification: Graduate** |
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| **Working days: Mon-Fri** | **Location: Remote** | **Working Hours: 9:00 am - 6:30 pm** |

**About Yzerly**

Yzerly is a B2B communication training company serving clients throughout India. Our comprehensive services encompass spoken, written, and expressive communication skills. At Yzerly, we believe in delivering impact - whether at the client side or for our internal teams. We are headquartered in Bengaluru, however, our teams work across different parts of India. At Yzerly, we take pride in our clients - Indigo, Essar Power, Tata Elxsi, Piramal Pharma, Axis Bank, Puma, Federal Bank, Jade Global, Marico TVS Motors, Oberoi, The Leela Palace, IOLCP to name a few.

Whether it's in-person or virtual training, Yzerly empowers the workforce through effective learning and development initiatives. We also offer micro-learning, hyper-personalized video content carefully curated to enhance employees' communication skills, making it easier than ever to improve and excel.

**Job Responsibilities**

• Develop and nurture strong relationships with key clients, serving as their main point of contact and building a deep understanding of their business needs, objectives, and challenges.

• Collaborate with cross-functional teams including Marketing, Delivery,Support and Business Operations to address client needs.

• Monitor account performance and throughput of each batch and provide insights to both the client and internal teams to drive continuous improvement and success of the batch.

• Proactively manage and resolve any issues or concerns that arise, ensuring a high level of client satisfaction and retention.

• Stay updated on industry trends and market conditions to anticipate the needs of key clients and provide innovative solutions and services.

**Tool knowledge**

* Working knowledge of Google Sheets Word and Slides.
* Working knowledge of formulas used in Google Sheets, not limited to countif, sum, average, pivot, bars, vlookup
* Working knowledge of video conferencing tools such as Teams, Zoom, Meet, Webex.

**Job Requirements**

● 5 to 7 years of proven experience in key account management, sales, or

relevant customer-facing roles.

● Graduate in any stream.

● Good Communication skills.

● Strong problem-solving abilities and a strategic mindset.

● Ability to manage multiple projects and relationships simultaneously.

**Contact us to apply**

If this role interests you, please share your updated resume at [hr@yzerly.com](mailto:hr@yzerly.com) and make sure you mention your current net salary along with your expected salary, notice period, and reason for leaving your current organization.