

Account Manager

JTL-SS-AM-12-25 | Sales | Contract | Posted on December 22nd, 2025 | Expires on January 5th, 2026

ACCOUNT MANAGER ROLE

We are looking for a competent individual to fill the position of Account Manager whose role will be to build, maintain and grow customer base and relationships.

KEY JOB RESPONSIBILITIES FOR ACCOUNT MANAGER ROLE

- Developing strong relationships with customers, connecting with key business executives, and stakeholders;
- Act as a primary point of contact for clients, helping them achieve their objectives by providing tailored solutions and services;
- Build and maintain strong, long-lasting relationships with key decision makers;
- Identify and pursue new sales opportunities within existing accounts and beyond;
- Monitor accounts' health and ensure customer satisfaction through regular check-ins;
- Resolve client issues and complaints promptly to improve customer experience and retention;
- Negotiate and contract, close and manage service agreements including conducting regular customer reviews with customers to assess service delivery and propose improvements;
- Ensure timely and successful delivery of solutions according to customers' needs and objectives;
- Provide regular reports on account performance, sales activities, pipelines and forecast to management;
- Analyse market trends, customer needs and competitors' offerings to stay competitive;
- Take the lead in tendering and tender management for both technical and financial proposal and proactively follow up;
- Stay updated on the JTL's services, products, and solutions;

- Understand industry trends and emerging technologies;
- Assist with challenging client requests or issue escalations as needed;
- Keep clients satisfied and engaged with our products and services in the long run.

QUALIFICATIONS FOR THE ACCOUNT MANAGER ROLE

- Bachelor's degree in business, Marketing, Telecommunications or any other related field.
- Proven 4 - 5 years' work experience as an Account Manager, Key Account Manager, Sales Account Manager, or relevant role
- Proficiency in CRM software and Microsoft office
- Demonstrable ability to communicate, present and influence key stakeholders at all levels of an organization, including executive.
- Ability to understand technical concepts and translate them into business solutions
- Analytical skills with a proactive approach to problem-solving.
- Brand Ownership and integrity is key; high level of customer focus and a commitment to delivering results
- Proven track record managing clients' relationships and achieving sales targets

Location: Nairobi

Department: Sales

Job Type: contract