

Key Account Manager (US)

Welcome to Floship, where we specialize in e-commerce fulfillment services tailored for business owners and brands with a global online reach. Our venture-backed company proudly stands among the top 100 Financial Times ranked Asia-Pacific High-Growth Companies, reflecting our commitment to excellence.

At Floship, we thrive on a dynamic start-up culture that fosters collaboration and innovation. Our aspiration is to collaborate with exceptional individuals who share our vision and passion for success.

Currently, we are looking for an Key Account Manager to join our Account Management department in order to foster strong client relationships, drive revenue growth, and ensure the successful delivery of our products/services.

Responsibilities:

- Manage client accounts which includes coordinating with client and operations teams to ensure SLAs are successfully met.
- Help develop initiatives to increase customer satisfaction and retention
- Monitor daily activities of your accounts to ensure KPIs are met
- Identify new opportunities and requirements from client to help our product team develop new products and services
- Plan and present reports on account progress, goals, and quarterly initiatives to share with team members, stakeholders
- Increasing client profitability
- Book in regular service meetings on calls with clients to scope and understand their future business plans
- Handle client escalations where required
- Create Work Orders for Clients regarding Value Added Service items
- High touch relationship management

Requirements:

- A minimum of a Bachelor's Degree in Business/ Commerce Fields.
- Fluent to native level of English.
- Relevant working experience within Logistics, Supply Chain Management, Ecommerce / Order Fulfillment / 3PL Account Management is required.
- Background in key account management in supply chain management is highly preferred though a background in ecommerce will be considered.

- International mindset to support working with international clients from the west.
- Analytical background with some sales experience.
- Based in US
- Understanding startup culture will be very important, you will be expected to wear many hats and find solutions proactively.
- Familiarity with the following is a big plus: Google Business Apps, Helpscout, Asana, Slack.

Here's what we've got for you:

- A lively and exciting work environment with plenty of challenges to keep you engaged.
- We're all about your personal and professional growth - count on us to support you every step of the way.
- Our team is a colorful mix of people from around the world, celebrating diversity and inclusion.
- From day one, you'll have the chance to make a real impact in our fast-growing global company
- Working from Home: Embracing the benefits of a remote setup, you'll have the opportunity to work from home, eliminating the need for daily commutes and providing you with a more convenient and efficient work arrangement.
- Flexibility: We value the uniqueness of each team member and recognize that different individuals thrive under different circumstances. With that in mind, we offer flexible working hours, empowering you to schedule your workday around your personal needs and commitments.
- Remote Work: We understand the importance of flexibility, so you'll have the option to work remotely, allowing you to work from the comfort of your home or any location that suits you best.

At our company, we believe that a supportive and inclusive work environment coupled with remote work and flexible options can contribute to a fulfilling and balanced professional life. You'll have the chance to tackle exciting challenges, grow both personally and professionally, and engage with a diverse group of individuals from all around the world.

Join us at Floship, where your expertise and dedication will be instrumental in shaping the future of e-commerce fulfillment, and together, we'll achieve remarkable milestones!