



Sr. Key Account Manager

Description

Amazon is innovating in the Operations and Logistics space and looking for a driven, entrepreneurial, and analytical Sr Key Account Manager for the UK. The ideal candidate will be excited by partnering in launching a new start-up and will have familiarity with leading B2B sales generation working with both small and large customers. We are reinventing everything from go-to-market strategy to lead generation to account management, and looking for an experienced Sr. Key Account Manager that can **partner with Product Management and Tech** as we scale this new solution from local to nationwide.

The successful Sr. Key Account Manager will be comfortable navigating ambiguity and operating in a start-up environment. We expect the person in this position to **create an account management strategy** from the ground up and to successfully execute upon our ambitious **product adoption goals**. The ideal candidate will have experience **developing relationships across functional areas such as Business, Operations, Procurement, Finance, and IT** and has a proven track record of meeting and exceeding program goals and revenue targets.

Role Responsibilities

- Own strategy and commercial growth for shippers including **sales planning, forecasting** and execution
- **Drive revenue, adoption, and market segment share** for our product.
- Earn trust of customers (shippers) and recommend product solutions that fit their business needs.
- **Measure performance**, articulate root-cause analysis, and link to specific improvement areas
- Establish systematic mechanisms and **find opportunities to automate and scale processes in acct mgmt.**
- Deliver commercial actionable and scalable insights to grow our shipper volume and profitability
- Be the main point of contact on operational projects to align shipper expectations to operational requirements
- **Relay market needs and requirements** back to internal Amazon teams including **Product Management and Technical**
- **Creating program goals and related metrics**, track progress and manage through obstacles to achieve your objectives
- Analyze current purchasing processes and evaluate opportunities for solutions to improve end user experiences, reduce costs, and accelerate organization performance
- Drive and accelerate spend adoption through advising customers on **best practices for using our product**
- **Liaison with technical integration teams** on both customer and Amazon side to ensure integration of our product in customer's technology landscape
- **Assess program risks**, anticipate challenges, and provide escalation management when necessary
- Meet or exceed targets for customer and/or feature spend adoption
- Identify prioritization and trade-offs for meeting adoption and revenue targets

This role will be based in London and with moderate travel (maximum 25%).

Basic Qualifications

- 5-8 years experience in B2B sales and account management
- BA/BS degree
- Desire to work in fast-paced, challenging environment
- Excellent communications skills and the ability to effectively advise senior leadership
- Ability to prioritize and demonstrate relentless discipline in achieving goals
- Proven ability to influence others and lead customer engagements
- Strong ownership, bias for action

Preferred Qualifications

- Expert use of MS Office Suite, CRMs (e.g. Salesforce.com), sales and marketing automation tools, eLearning tools
- Experience developing delivery methodologies
- Masters degree/MBA

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Company - Amazon UK Services Ltd.

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