



Job: Account Manager (USA)	Location: Hybrid working - based in Central NYC. Florida, CA, Texas. Pennsylvania, East Coast Mid USA. Able to attend the NYC office when required for collaborative working.	Date: 11th February 2025
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<p>Purpose of the business:</p> <p>Kinexio was built to be the enterprise software solution for property management within retail and mixed use destinations to support tenant retention and drive customer acquisition. Our clear value proposition is delivered through a single platform, delivering a suite of tools to support marketing & communication, occupier experience, operations & facilities management and security.</p> <p>Kinexio acts as the “one-stop-shop” for all information about the property, designed to connect everyone that has an active interest in the success of that property or destination. That includes shoppers, visitors, retailers, vendors, contracted service providers and property management teams.</p> <p>Our technology provides the tools and insights to reduce cost, lower risk and increase revenue and is present in over 24 different countries.</p>	<p>Responsibilities:</p> <ul style="list-style-type: none">● Acquire a thorough understanding of key customer needs and requirements● Develop and execute review process will all accounts, while prioritising accounts within each territory● Expand the relationships with existing customers by continuously proposing solutions that meet their objectives● Continually develop the hierarchy of our accounts to ensure we have the right relationships at all levels● Ensure the correct products and services are delivered to customers in a timely manner● Serve as the link of communication between key customers and internal teams● Resolve any issues and problems faced by customers and deal with complaints to maintain trust● Play an integral part in generating new sales that will turn into long-lasting relationship● Prepare regular reports of progress and forecasts to internal and external stakeholders using key account metrics● Develop trust relationships with a portfolio of major clients to ensure they do not turn to competition
<p>Purpose of the Role:</p> <p>We are looking for a skilled Account Manager to oversee the relationships of the company with its most important clients. You will be responsible for obtaining and maintaining long term key customers across multiple territories.</p>	



<p>The ideal candidate will be apt in building strong relationships with strategic customers, by comprehending their requirements, while supporting the team to achieve customer retention and growth in the form of upsell and cross sell. You will be able to identify needs and requirements to promote our company's solutions and achieve mutual satisfaction.</p> <p>The goal is to contribute in sustaining and growing our business to achieve long-term success.</p>	<ul style="list-style-type: none"> •Develop deep product expertise and demonstrate the ability to deliver and tailor demos to meet customer needs. 				
<p>Reporting Manager</p> <p>The role will report directly to the Director Account Manager (USA) and will have no line management responsibility</p>					
<p>Requirements and skills</p> <ul style="list-style-type: none"> • Proven experience as Account Manager or similar • Experience in developing territory plans, down to individual account plans • Experience in sales and providing solutions based on customer needs • Strong reporting behaviors and skills • Strong communication and interpersonal skills with aptitude in building relationships with professionals at all organisational levels • Excellent organisational skills • Ability in problem-solving and negotiation • BSc/BA in business administration, sales or relevant field 					
<p style="text-align: center;">The successful candidate will be a great fit for us if they:</p> <table style="width: 100%; border: none;"> <tr> <td style="width: 33%; border: none;"> <p>Are ambitious, with low ego</p> <p>Can deliver against deadlines</p> <p>Have attention to detail</p> <p>Have strong communication skills</p> </td> <td style="width: 33%; border: none;"> <p>Able to work as a team player</p> <p>Are disciplined & structured</p> <p>Can win trust across the business</p> <p>Think about our clients</p> </td> <td style="width: 33%; border: none;"> <p>Thrives in a fast paced world</p> <p>Want to learn and succeed</p> <p>Are positive, curious, high energy</p> <p>Can simplify the complex</p> </td> </tr> </table>			<p>Are ambitious, with low ego</p> <p>Can deliver against deadlines</p> <p>Have attention to detail</p> <p>Have strong communication skills</p>	<p>Able to work as a team player</p> <p>Are disciplined & structured</p> <p>Can win trust across the business</p> <p>Think about our clients</p>	<p>Thrives in a fast paced world</p> <p>Want to learn and succeed</p> <p>Are positive, curious, high energy</p> <p>Can simplify the complex</p>
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About Kinexio and what we can offer you:

Our Mission Statement

Kinexio is committed to being the central operating system for commercial real estate. We are passionate about creating connected communities where people feel safe and empowered to be successful.

Our values are:

Ambition | Collaboration | Integrity | Excellence | Curiosity

Rewards that are available to our People at Kinexio

Health and Wellbeing

Private Health Insurance for UK and US
Access to Mental Health First Aiders
Flexible and hybrid working.
Birthday off of work

Fun at work

Social committee with planned events throughout the year.
On the spot rewards as employee recognition.
Refer a friend paid for referrals at the end of successful probation.
Snack and drinks in all our offices.

ESG and local communities

Committee to support our ESG awareness
Annual carbon footprint audit
£5,000 charity gifting each 12 months supporting local charities
Volunteering days for local charities

Continuous learning and development

Learning about our product and how we support our customers
Training budget for your professional and career development
Learning opportunities via courses/trade shows/industry events
Corporate subscriptions to industry publications

Kinexio is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all our people. Should you need any reasonable adjustments please inform us to enable us to support equality during the recruitment.



Recruitment Process

1. Initial briefing call and video interview.
2. A 30 Minute virtual cultural fit based interview
3. Second Virtual (if F2F is not possible) competency based interview.
4. F2F (Presentation) at HQ/NYC.

We always like to meet our candidates face to face (F2F) during the recruitment process.

Apply Now

If you want to apply for the position and be part of a growing team in an expanding and ambitious business, please email melissa.betts@kinexio.io with a copy of your CV and a cover letter, explaining why you would like to join us.