



<b>Job:</b> Junior Account Manager (USA)	<b>Location:</b> Hybrid working - based in Central NYC. Able to attend the NYC office when required for collaborative working. (Quarterly).	<b>Date:</b> 27 June 2025
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<p><b>Purpose of the business:</b></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 &amp; communication, occupier experience, operations &amp; 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, office tenants, 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><b>Responsibilities:</b></p> <ul style="list-style-type: none"><li>• Acquire a thorough understanding of key customer needs and requirements</li><li>• Support the Senior Account Manager in managing client accounts and delivering on key initiatives</li><li>• Maintain and update client records, reports, and CRM Systems</li><li>• Monitor customer usage and engagement to flag potential risks or upsell opportunities</li><li>• Respond to client inquiries and help resolve issues in a timely and professional manner</li><li>• Assist in the preparation of presentations, reports, and renewal materials</li><li>• Support in tracking project timelines, deliverables, and performance metrics</li><li>• Prepare meeting notes, client updates, and internal documentation</li><li>• Collaborate with cross-functional teams to ensure client needs are met</li><li>• Support contract management and administrative tasks as needed</li><li>• Develop deep product expertise and demonstrate the ability to deliver and tailor demos to meet customer needs.</li></ul>
<p><b>Purpose of the Role:</b></p> <p>We are seeking a motivated and detail-oriented Junior Account Manager to support a Senior Account Manager in delivering exceptional service to our clients. In this entry-level role, you will assist with day-to-day account operations, help manage customer communications, track key deliverables, and ensure customer satisfaction.</p>	
<p><b>Reporting Manager</b></p> <p>The role will report directly to the Director of Account Manager (USA) and will have no line management responsibility.</p>	



### Requirements and skills

- Strong communication and organizational skills, English is our first language internally
- Strong attention to detail and ability to follow through on tasks
- Customer-first mindset with a proactive and collaborative approach
- Ability to multitask and manage competing priorities
- Comfortable working in a fast-paced, dynamic environment
- Eagerness to learn and take on new challenges
- Prior internship or customer-facing experience is a plus
- Familiarity with CRM platforms (e.g Hubspot) is a bonus but not required

### The successful candidate will be a great fit for us if they:

Are ambitious, with low ego  
Can deliver against deadlines  
Have attention to detail  
Think about our clients

Able to work as a team player  
Are disciplined & structured  
Can win trust across the business  
Have strong communication skills

Thrives in a fast-paced world  
Want to learn and succeed  
Are positive, curious, with high energy  
Can simplify the complex

### 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

#### Continuous learning and development

Learning about our product and how we support our customers



Annual carbon footprint audit  
£5,000 charity gifting each 12 months supporting local charities  
Volunteering days for local charities

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 if possible.