

Position: Project Manager

About the Organisation :

Organisation is a national player in shopper marketing and commercial space development execution; consultancy, design and delivery in transport hub and urban development projects. The organisation is headquartered in Bangalore and has national presence with regional offices in Mumbai, Gurgaon and Kolkata. It has its own state of the art manufacturing facilities in South and North India and strategic alliances in other parts of the country. We are an IMS/ISO certified company and an Equal Opportunity employer with robust system and practices.

Job Brief:

You will be responsible for obtaining and maintaining long term key customers by their requirements. Key Account Manager must be able to read people and connect meaningfully with a variety of personalities. They must understand that all progress is made through relationships.

- Develop trust relationships with a portfolio of major clients to ensure they do not turn to competition
- Meet with clients to take detailed ordering briefs and clarify specific requirements of each RO
- Delegate project tasks based on junior staff members' individual strengths, skill sets and experience levels
- Track project performance, specifically to analyse the successful completion of short- and long-term goals
- Meet budgetary objectives and make adjustments to project constraints based on financial analysis
- Develop comprehensive project plans to be shared with clients as well as other staff members
- Use and continually develop leadership skills
- Acquire a thorough understanding of key customer needs and requirements
- Expand the relationships with existing customers by continuously proposing solutions that meet their objectives
- 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 relationships
- Prepare regular reports of progress and forecasts to internal and external stakeholders using key account metrics.

Requirements:

- Proven experience as key account manager in Govt/ infra company
- Experience in sales and providing solutions based on customer needs
- Strong communication and interpersonal skills with aptitude in building relationships with professionals of all organizational levels
- 5 years' experience in project management
- Familiarity with Smart Sheet software's collaboration and time management tool



- Experience with process improvement and inventory control
- Advanced time management and analytical skills
- Working knowledge of Microsoft Excel
- Excellent client-facing communication skills
- Educational qualification MBA/ PMC