



Corporate Account Manager – Job Description

Department: Account Management

Reports To:

Location:

Employment Type: Full-Time

Overview:

As an Account Manager, you will act as the strategic and operational point of contact for assigned clients from onboarding and into the full life cycle of the partnerships.

Your focus is to ensure account health, drive performance, support retention, and enable growth through relationship management, and continuous service improvement.

This is a future-focused role designed for individuals who thrive in dynamic, client-facing environments and are passionate about adding value through innovation, communication, and strategic partnership.

Key Responsibilities:

Client Relationship & Account Management

- You will be the primary contact and trusted advisor for your clients throughout their journey with us—from onboarding and into long-term partnership.
- Own and manage client relationships and communication, ensuring satisfaction, loyalty, and long-term retention. It is important to understand our customers business and future plan to ensure we are aligned to deliver the growth.
- Conduct regular check-ins and run structured review processes (QBRs, half-yearly reviews, etc.) to assess account health, performance, and strategic alignment.

Performance & Retention

- Aid and support our Marketing team with NPS, Customer Satisfaction Surveys, and other feedback mechanisms.



- Unearth and be aware of any issues on the account, and lead issue resolution ensuring clear communication both internally and externally. Identify when escalation is required, and develop long-term solutions.
- Track and analyse account performance metrics to proactively identify risks and opportunities.

Commercial Ownership

- Own and manage commercial elements of client relationships, including pricing, and profitability - Supported by Account Director and Sales Director
- Lead contract renegotiation - Supported by Account Director and Sales Director
- Collaborate with internal teams to ensure pricing, service offerings, and contract terms are aligned and effectively delivered.

Strategic Growth & Innovation

- Identify and pursue opportunities for upselling and cross-selling logistics services that align with the client's evolving needs.
- Inform clients about innovations, process improvements, and service expansion relevant to their business.
- Drive service and operational improvement initiatives in partnership internally and externally
- Stakeholder mapping

Client Onboarding

- Act as the 'constant' from bid through onboarding, ensuring seamless transitions, expectation management, and alignment with client goals.

Referral & Advocacy Programs

- Promote and manage referral and client advocacy initiatives, leveraging satisfied clients to drive business development.

Key relationships

- **Customers**
- **Client Services team + Managers**



- **Operations**
 - **IT**
 - **Finance**
 - **Account Directors**
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Key Skills & Competencies:

- Proven experience in Account Management, preferably in 3PL, logistics, or supply chain environments.
 - Strong commercial acumen with a track record in managing contracts, pricing models, and negotiations.
 - Exceptional communication and interpersonal skills with the ability to build rapport and manage stakeholder expectations.
 - Forward-thinking, with the ability to anticipate client needs and industry shifts.
 - Strong problem-solving and conflict resolution skills.
 - Able to manage multiple clients or projects simultaneously while maintaining high service standards.
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KPIs / Success Metrics:

- Client retention rate
- NPS / Customer Satisfaction scores
- Growth from upsell/cross-sell opportunities
- Delivery of client review and roadmap milestones
- Referral and advocacy participation