

Key Account Manager

FSB is looking for a Key Account Manager to look after its most important customers in the African market. The Key Account Manager will be responsible for owning and nurturing the relationship of their customers, and as such, will be the primary contact for all customer communications. To fulfil this role, we are seeking a driven, revenue focused individual with a passion for excellence who is able to operate on all levels of the customer organisation and map functions/role accordingly.

Reporting into the Head of Client Services, this role is key to our client in order to develop relationships and revenues through key accounts in Africa. This is a role for someone with passion for customers that want to help their partners build their brand and drive their revenues. You will work closely with internal departments to create a successful, cross functional working relationship with your customers.

Responsibilities:

- Build and manage close relationships with the allocated key customers
- Carry overall responsibility for setting and meeting/exceeding revenue targets for your customer portfolio
- Gain a full understanding of the customer's needs and provide FSB solutions
- Assisting several departments with the onboarding process
- Communicate and ensure full customer understanding of the FSB product roadmap
- Provide management information to the wider organisation - including updates on customer plans, revenue updates, live issues.
- Working with the relevant FSB service divisions, address and ensure resolution of customer issues/complaints in a timely manner and in accordance with FSB processes.
- Conduct in person monthly reviews with Key Accounts covering agreed metrics
- Ensure roll out of functionality, both internal and external, is delivered on time and sell from the FSB Partner Program
- Regular reports to internal and external stakeholders – from SLA management reports to project updates
- Conduct Quarterly Reviews along with key heads of department from both internal and external
- Deliver client revenues in line with company forecasts
- Up-sell new products to existing clients and work with them to broaden their product footprint wherever possible.

Requirements:

- A minimum of 5 years experience within the iGaming industry (Sportsbook, Casino and Virtuals)
- Experience supporting key accounts and a proven track record in growing an existing portfolio and in achieving and exceeding established revenue targets.
- A record of developing a strong working relationship with executives, peers and associates.
- A proven track record of working within iGaming within Africa and an understanding of the iGaming landscape in Africa.



Knowledge, Skills and Abilities::

- Excellent communication skills - an entrepreneurial “self-starter” mindset.
- Ability to work independently and possess strong organisational and time management skills.
- Proven competence in negotiating and experience in working with contractually agreed terms.
- Tech savvy and customer orientated.
- Professional, resourceful, and patient, and tactful in handling customer inquiries and negotiations
- Enthusiasm and leadership. A strong work ethic necessary to succeed in a dynamic, fast- moving and results oriented environment
- Proficient in MS Office (Word, Excel and PowerPoint)
- Experience drafting proposals and presenting to customers
- Knowledge of French will be beneficial