

## **Key Account Manager (KAM) - Michigan**

### **Job Summary:**

The Key Account Manager (KAM) is responsible for building and maintaining long-term relationships with strategic clients. This role ensures client satisfaction, drives revenue growth, and acts as the primary point of contact for key accounts. It requires an ability to navigate complex client needs, drive service performance, and ensure satisfaction with the company's supply chain solutions, particularly in the areas of customs brokerage and consulting services for Canadian and U.S. imports.

### **Key Duties and Responsibilities:**

- Develop and maintain strong relationships with key clients, acting as their trusted advisor.
- Establish connections across multiple levels, beyond the primary Customs contact, to foster long-term relationships.
- Understand client business objectives and align solutions to support their goals.
- Manage the entire account lifecycle, including renewals, and upselling opportunities.
- Monitor account performance, identify risks, and implement strategies to ensure retention and growth.
- Prepare and deliver regular reports on account status, forecasts, and performance metrics.
- Coordinate with the Director of Client & Program Delivery to ensure automation solutions are implemented on schedule and align with client expectations.
- Negotiate contracts and agreements to maximize profitability while maintaining client satisfaction.
- Proactively seek opportunities for cross-selling services, ensuring alignment with both current and future client needs.

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**Qualifications:**

- Bachelor's degree in business, Marketing, or related field (or equivalent experience).
- Minimum 7 years of industry experience, with a demonstrated ability in account management.
- Certified Customs Specialist (CCS), Licensed Customs Broker (LCB) or equivalent certification is highly preferred.
- Strong communication, negotiation, and relationship-building skills
- Ability to analyse data and develop actionable insights.
- Proficiency in CRM tools and Microsoft Office Suite.
- High level of organization, time management and attention to detail.
- Ability to work independently and as part of a team in a fast-paced environment.
- Experience managing large or complex accounts preferred.
- Strong presentation, selling, and interpersonal skills to build relationships and identify cross-selling opportunities preferred.
- Ability to creatively develop solutions to meet client needs and overcome business challenges preferred.
- Must be legally eligible to work for the Company at all times
- Valid Passport and ability and desire to occasionally travel to USA.

***Please contact us below for more information.***

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