

Key Account Manager - Bucharest Office

About dcs plus

Since 2002, we are committed to designing and developing technology solutions for the travel and tourism industry. For over a decade, driven by passion, dcs plus has connected travel to technology, in direct response to the challenges and needs of the travel and tourism professionals.

We are committed to innovation and, through our solutions, we aim to deliver excellence to travel professionals, regardless of size, business model or market. We provide them the right tools needed to optimize their capabilities and improve their business performance that will shape into success stories.

- ✦ Ranked in Deloitte Technology Fast 500 EMEA;
- ✦ Software localized in more than 50 markets worldwide;
- ✦ More than 18 years of helping companies grow their travel business;
- ✦ 300,000 travel agents all over the world are using dcs plus travel software.

About the Team

We are engineers. We are computer scientists. We are techies.

The *dcs plus team* is responsible for creating and evolving the dcs plus products and services. The team also uses different tools and technology to deliver a highly scalable and dynamic platform to a fast-growing business offering covering integration with multiple partner heterogeneous technology platforms/content-feeds. The team comprises a highly talented team of programmers, testing engineers, business analyst with independent module-based product ownership requiring direct conversation with the business and marketing teams for appropriate development planning.

This team makes sure that our products can support millions of bookings run through our platforms in more than 50+ markets.

We value our customer experience, therefore we are looking for a skilled problem solver to emphasize with our customer needs and offer the best technical & customer experience.

About the Job (Role: Key Account Manager)

The Key Account Manager's responsibilities include the support and development of our business partners. S/he will work with marketing, sales and technical teams for developing, creating and improving dcs plus products through customer interaction.

What's in it for you?

- ✦ A role inside a growing company activating in a changing and versatile industry;
- ✦ Opportunity for learning, development, and recognition in a young and family-like environment;
- ✦ Continuous growth ensured by training & constant feedback sessions;
- ✦ Certainty and stability of the team and of the working environment;
- ✦ Opportunity to work with a strong-growing company that continues to gain notoriety and expand in new markets.

Responsibilities

- ✦ Providing viable business solutions to customers and demonstrating their value;
- ✦ Promote solutions, selling business software & applications, including customer engagement;
- ✦ Elaboration of proposals for solutions that include all aspects of the request received from the client;
- ✦ Anticipating client needs, investigating underlying causes and identifying short and longer-term solutions;
- ✦ Elaboration of proposals for solutions that include all aspects of the request received from the client;
- ✦ Forecast sales management, account allocation, account strategy and planning;
- ✦ Recommends changes in products, services, and results evaluation policy, as appropriate;
- ✦ Resolves customer complaints, investigating their requests and proposing appropriate solutions;
- ✦ Negotiate prices and contractual details in order to complete the sale;
- ✦ Provide outbound follow-up to nurture and progress selected accounts through the sales pipeline;
- ✦ Collaborate / work closely with Delivery Team and Customer Experience team;
- ✦ Able to communicate and understand dcs plus strategy, industry trends; identify business opportunities and critical success factors for an effective business development;
- ✦ Acts as brand ambassadors for dcs plus products.

Essential Prior Expertise and nice to have skills

- ✦ Proven understanding of the sales processes and sales management techniques;
- ✦ Excellent analytical, organizational, innovative, problem solving and follow-up skills with the ability to meet targets;
- ✦ Demonstrated ability to generate and promote business proposals towards decision makers under minimal supervision and guidance;

- ✦ A self-starter with a great work ethic capable of working independently with minimal day-to-day guidance;
- ✦ Passionate about travel, technology, innovation and high-growth businesses;
- ✦ Excellent oral and written communication skills;
- ✦ Open-minded people, flexible and oriented to consulting sales;
- ✦ Customer focus & solution oriented;
- ✦ Minimum 6 months' experience in a travel agency or a similar position;
- ✦ Great communication skills;
- ✦ Advanced level of English (speaking & writing - must).

Job Location: Bucharest

