



Role: Key Account Manager (Asia Team)

The Key Account Manager is responsible for providing strategic client services and general account management to Epsilon's key clients in the technology, travel and FMCG verticals in the Asia Region. In addition they may also act as the regional business contact for key accounts at the wider APAC level acting as a conduit for process deployment to the Epsilon account teams in the China and Australia markets.

Reporting to the Account Director, Asia, primary responsibilities will include:

- Maintain and grow the revenue stream within the existing Client Base according to quarterly revenue and retention targets.
- Support the production of an Account Plan for all strategic clients and execute according to the plan.
- Act as a strategic resource for clients by consulting to them on industry best practices and providing digital marketing ideas.
- Gather business needs for custom projects and project manage their implementation in a timely and cost-effective manner. This will involve working with various cross-functional teams.
- Guide the resolution of technical support issues and escalating upwards where appropriate
- Manage client expectations effectively, anticipate client needs and proactively provide relevant solutions
- Weekly and monthly reporting on revenue and activities by clients.
- Manage invoicing and accounts receivables for accounts owned.
- Track and manage contract renewals.

Requirements

- At least 4+ year experience in a comparable position
- Diploma or degree education
- Ability to act with diligence and autonomy
- Demonstrated aptitude to build relationships
- Successful track record in account management and consultative selling
- Excellent presentation, negotiation & technical aptitude skills
- Very good understanding of e-technologies – ideally email marketing / technologies
- Knowledge of the Digital medium & Direct Marketing Industry in Asia preferred
- Some travel required

About Epsilon International

Epsilon International www.epsilon.com/international is a leading provider of multi-channel, data-driven digital marketing technologies and services. Through its combination of client-centric marketing solutions, Epsilon International helps leading companies and organizations measure, understand, manage and optimize their customer relationships. The organization's end-to-end suite of integrated services includes strategic consulting, creative, database and loyalty technology, analytics, and email marketing services. These provide a platform for customers to produce multi-channel marketing programmes that generate measurable results throughout their customer lifecycles.

With local offices in the Australia, China, Hong Kong, Singapore, U.K., France and Germany, Epsilon International is an operating unit of Epsilon www.epsilon.com. Founded in 1969, Epsilon is headquartered in Dallas, and comprises three major business services groups including Marketing Technology, Purple@Epsilon, and Epsilon Targeting Data Services. Epsilon is the industry's leading marketing services firm, having worked with 700 blue-chips brands internationally. Ad Age ranks Epsilon #1 U.S. Marketing Services Firm and #1 U.S. Direct Marketing Agency. In addition, Epsilon is the world's largest permission-based email marketer.

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