



## Job Description – Client Account Manager

**Title:** Account Manager  
**Experience Level:** Lateral  
**Job type:** Full Time

**Department:** Delivery  
**Reporting to:** Head - Delivery  
**Location:** Multiple

We are seeking a motivated and driven account manager to join our Delivery team. This role is ideal for someone with client engagement and business development experience. Those who are driven by targets and building relationships will do well.

### What we expect

#### *Client Engagement*

- Setting up new clients in the system based on services sold
- Continuous and regular cadence of connecting with the client to ensure service delivery and gathering feedback from executed services
- Being a partner to the client in supporting their people goals, including but not limited to the services we have signed on for
- Sourcing testimonials from clients that showcase how Kelp is supporting the organization
- Conducting quarterly business reviews to share updates on how Kelp is performing and where are opportunities for further engagement
- Coordinating with Finance to ensure invoices are received and paid on time

#### *Business Development*

- Understanding the various offerings that Kelp has to be able to pitch the same
- Understanding the client's business and identifying opportunities where Kelp can support them
- Keeping the client informed about Kelp services and qualifications to build the organizations trust
- Identifying new opportunities to upsell and cross sell Kelp services
- Keeping the CRM and other trackers and tools updated in a timely and informative manner

#### *Team Management*

- Working with the operations team to deliver services agreed upon
- Building depth of knowledge for each of the Kelp services offered
- Sharing ideas and suggestions with the Products team for new service lines or extensions of existing ones
- Sharing feedback on services rendered with the Products team for refining services offered
- Collaborating with team members to ideate and share best practices for client engagement and business development

**What will make you successful in this role**

- Strong communication skills, written and verbal
- Prior experience in business development and client management
- Being self-driven and taking ownership of work product
- Being process oriented and having an eye for details
- Having a collaborative and inquisitive approach to the tasks assigned

**Requirements**

- A Bachelors or higher degree in Business, Business Administration or related field
- 3+ years in a client facing role that included business development
- Experience in the HR field is a plus

**About Kelp**

Established in 2013, Kelp is dedicated to creating safe, happy, and inclusive workplaces. With a track record of success, Kelp takes pride in serving over 1000+ satisfied clients across diverse industries throughout India over the past decade. Our commitment to excellence, coupled with our specialized focus on PoSH, Wellness, and DEI, positions Kelp as a trusted partner in creating workplaces that prioritize employee well-being, compliance, and sustainable success. Our clients over the years include Pepsico, Canon, DDB Mudra, Oberoi Realty, Tata Consulting Engineers (TCE), Tata Medical and Diagnostics, Roche, Radio Mirchi, Ford, LEGO, DBS Bank, Indusind Bank, Volvo, Uber among others.