



ACCOUNT MANAGER. VILNIUS, LITHUANIA

About the Company

Locatory.com is a multicultural international company and part of Avia Solutions Group, a leader in the global aviation marketplace. We provide access to over 10 billion aircraft parts, connect with more than 25,000 industry members, and operate over 150 warehouses worldwide, boasting a 95% search success rate.

As a prominent employer, we invite you to join us as a **Key Account Manager**. In this role, you will support clients in aviation industry from their initial engagement on our platform through to subscription renewal, ensuring they derive maximum value from our tools.

What You Will Do

- Serve as the primary contact for your clients: address inquiries, resolve challenges, and offer expert guidance on our marketplace.
- Onboard new clients through engaging presentations and comprehensive training sessions.
- Foster client engagement and success, ensuring regular utilization of our platform.
- Encourage subscription renewals and help clients recognize the value of maintaining their relationship with us.
- Identify opportunities for upselling and cross-selling to enhance client experience.
- Assist clients with technical issues and ensure compliance with KYC regulations.
- Participate actively in live chat as the initial point of contact for client inquiries.

We Are Looking For

- Proven experience in Account Management, Customer Success, or Sales.
- Exceptional communication and relationship-building skills.
- Strong problem-solving and negotiation skills.
- Ability to manage multiple clients simultaneously.
- Results-oriented with a focus on customer satisfaction and retention.

What We Offer

- Opportunity to work with clients globally in a rapidly growing company.
- Health insurance (as per company policy).
- Office gym, free parking, and a supervised children's room.
- Early Friday finishes and one WFH day after probation.
- A modern, brand-new office located in Vilnius.

The base salary for this position is 2315 EUR/gross + along with an uncapped monthly performance-based bonus from day one.

Salary: from 2315 € to 2315 € (brutto)

Locatory.com is a family member of Avia Solutions Group, leaders in end-to-end capacity solutions for passenger and cargo airlines worldwide. The Group manages over 100 offices and production facilities globally and is significantly backed by the assets of over 7,000 highly skilled aviation professionals, serving more than 2,000 clients throughout Europe, Asia, North America, Australia, and worldwide. Avia Solutions Group holds more than 500 licenses for its evolutionary range of activities across multiple business sectors. Its vast portfolio of services to clients includes ACMI, charter and cargo aviation, aircraft leasing and trading, MRO services, business aviation and VIP airline procurement, charter and cargo aviation, pilot and crew training, recruitment services, together with multiple complementary services spanning a wide range of associated operations.