



# Be a part of our team as a **ACCOUNT MANAGER - PICKME FOOD / MARKET**

## Key Responsibilities

- Responsible for driving growth, merchant satisfaction, and retention among our key restaurant partners island-wide.
- Driving merchant acquisition strategy to increase the merchant portfolio
- Responsible for overall business growth in the regions/areas
- Building strategic partnerships with key merchants and corporate merchants
- Own relationships with PickMe Food designated merchant/restaurant partners: developing, growing, and proactively supporting accounts. An 'all hands on' approach.
- Communicate the value of PickMe Food and its features to show ongoing Return on Investment (ROI) to our growing portfolio of restaurant partners.
- Planing and executing customer promotion to support merchant growth and revenue
- Provide operational guidance to restaurants to help them grow their business with PickMe Food and help restaurants understand the impact of their PickMe Food usage.
- Utilize data-driven decision-making to identify growth and upsell opportunities and improve the performance of our growth efforts.
- Act as the ultimate point of escalation for the resolution of all restaurant issues.
- Scale the account management function. Help design process, structure, and tools to effectively grow account management ,bring learnings and best practices to all restaurant partners.
- Ensure merchant hygiene is closely monitored to drive the best merchant experience. Ie Merchant timeouts, cancellations, prep times, ratings, etc

PickMe promotes equity, diversity, and inclusion. We believe a diverse workforce aligns with our growth goals and promotes inclusion. If you need support or have access requirements please inform us during your application to assist you in the recruitment journey.

## Qualifications

- A real go getter, that can make a difference and sets their own pace
- A Quick thinker who is able to think on their feet
- Goal and target oriented individual who up for challengers
- Someone who enjoys building and developing relationships with customers, with the ability to put yourself in the customers' shoes
- Sound understanding of the on-demand food delivery business
- Preferably with over 3+ years of work experience in sales and business development (Account management experience, ideally in food / hospitality / service will be a plus)

**Apply Now!**

Send your CV to [careers@pickme.lk](mailto:careers@pickme.lk)