

PickMe is the most successful local Tech Startup to date, funded by a consortium of local investors and IFC (a sister company of World Bank). As the front runner in the country's digital revolution, PickMe is shaping the future of mobility in Sri Lanka. Our technology is 100% home grown, built by local engineering talent using world class technology.

ACCOUNT MANAGER - PICKME FOOD

RESPONSIBILITIES

- Responsible for driving growth, merchant satisfaction, and retention among our key restaurant partners island wide.
- Own relationships with PickMe Food designated merchant/restaurant partners: developing, growing, and proactively supporting accounts. An 'all hands on' approach.
- Clearly communicate the value of PickMe Food and its features to show ongoing Return on Investment (ROI) to our growing portfolio of restaurant partners.
- Provide operational guidance to restaurants to help them grow their business with PickMe Food. Help restaurants to 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. Prioritize initiatives based on highest potential impact.
- Act as the ultimate point of escalation for resolution of all restaurant issues.
- Scale the account management function. Help design process, structure, and tools to effectively grow account management and bring learnings and best practices to all PickMe Food restaurant partners.

REQUIREMENTS

- 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
- Someone who enjoys building and developing relationships with customers, with the ability to put yourself in the customers' shoes
- Focused on the goals, and able to deliver them above all else
- Preferably with Account management experience, ideally in food / hospitality / service
- Preferably with over 5 years of work experience overall