

Job Description – Key Account Manager

Required experience: 3+ years of experience (Construction Background preferred)

Job type: On-site, full time

Company Overview

The world is moving towards an autonomous future where sooner or later everything that is driven, pushed or pulled today, will be moving by itself.

At Flo Mobility, we believe that the true adaptation of autonomy lies in the seamless coexistence of humans and bots. By leveraging the power of sensors, computer vision, edge computing, and actuators, we optimize this relationship to deliver the best speed, agility, comfort and control. Our hero product, FLO Material movement robot, is an Autonomous Electric Material mover, helping customers reduce time and cost of moving material across Construction, Agriculture, Mining and Warehousing industries.

Flo Hauler is being used by industry leaders like L&T, Godrej, Embassy, Shobha etc to gain 50% savings on cost and time for the last mile of material movement. Our solutions are offered on Raas (Robot-as-a-service) model. The no capex approach makes it easy for our clients to adopt our MMRs (Material Movement Robots).

Responsibilities:

- Own a portfolio of named key accounts, serving as the primary point of contact from site teams to the CXO level.
- Drive fleet expansion within existing accounts by identifying new project sites, upcoming phases, and upsell opportunities.
- Monitor robot utilisation and deployment health across active sites, proactively resolving issues before they affect client satisfaction.
- Conduct regular business reviews with key stakeholders, presenting ROI data, uptime metrics, and deployment outcomes.
- Lead renewal conversations and negotiate contract expansions, ensuring long-term customer lifetime value. – Coordinate with operations, product, and

customer success teams to resolve escalations and improve on-ground experience.

- Build account plans for each key client, mapping org structures, decision-makers, and growth opportunities across their project pipeline.
- Serve as the internal voice of the customer – channelling field feedback into product and service improvements.

Qualifications and Requirements:

- Bachelor's degree in Business, Engineering, or a related field; MBA is a plus.
- 3–6 years in key account management, B2B sales, or customer success, preferably in construction, heavy machinery, industrial equipment, or tech/hardware.
- Demonstrated ability to navigate complex enterprise org structures and build relationships across multiple seniority levels.
- Strong analytical skills; comfortable working with utilisation data, ROI reports, and pipeline tracking tools. – Excellent communication, negotiation, and presentation skills; ability to manage multiple accounts simultaneously without dropping the ball.
- Adaptability in a fast-paced startup environment and willingness to travel up to 50% of the time.

Compensation and Benefits:

Competitive salary range starting from 8 LPA onwards plus performance-based incentives tied to account retention and expansion, and travel allowances. Opportunity for wealth creation through ESOPs.