



TCR Group – Key Account Manager



Key Account Manager

The Opportunity

We are looking for a driven and personable **Key Account Manager** to join our growing team in Chicago or Newark. In this high-impact role, you'll take the lead in managing TCR's most important customer relationships, while strategically growing and supporting additional key accounts over time. Your ability to combine relationship-building with commercial insight will be key to your success.

A snapshot of what you will be doing here

Customer Relationship Management

- Serve as the main point of contact for high-value customers, understanding their evolving business needs.
- Conduct regular client check-ins, meetings, and performance reviews (virtual and on-site).
- Ensure outstanding service delivery in collaboration with sales, operations, and support teams.
- Manage CRM data (Salesforce, HubSpot, etc.) and produce reports tracking customer satisfaction, revenue, and KPIs.
- Handle escalations with professionalism and urgency.

Sales & Account Growth

- Identify opportunities for upselling, cross-selling, and account expansion through a consultative approach.
- Develop tailored solutions using your industry expertise.
- Manage and grow additional strategic accounts as they are acquired.
- Analyze account data and market trends to support strategic decisions and client success.

Operational Support

- Understand and manage contract terms, pricing, and service levels.
- Travel approximately 25% of the time for client visits and relationship development.
- Stay up to date on industry trends and client business shifts to proactively support their growth.

We are looking for an individual who:

- Has 3–5 years of B2B account management or sales experience.
- Has experience managing large or strategic accounts, especially in blue-collar service industries (aviation services is a plus).
- Is tech-savvy with CRM platforms like Salesforce or HubSpot, and the Microsoft Office Suite.
- Is a great communicator with strong analytical, organizational, and problem-solving skills.
- Is confident interacting with clients at all levels and thrives in a customer-facing role.

- Is open to travel (up to 25%) and enjoys building long-term business partnerships.

♥ Why You'll Love Working with Us:

- **Be Part of a Thriving International Team:** Join a successful, growing company where you'll be valued and empowered to make an impact.
- **Quick Decision-Making and People-First Culture:** Work in a company that prioritizes its people and supports fast, effective decisions.
- **Growth-Focused Environment:** Enjoy opportunities for professional development and career advancement.
- **Competitive Salary and Benefits:** We offer a competitive salary based on experience.
- **Our Comprehensive Benefits Include:**
 - Health, Dental, Vision, STD/LTD, and Life Insurance, Employee Assistance Program (EAP)
 - Generous Vacation and Sick Leave, plus a 401K with matching contributions
 - UNLIMITED REFERRAL BONUSES – because we know great people know great people!

Our company

At TCR Group, we are committed to revolutionizing the aviation industry by providing integrated solutions for Ground Support Equipment (GSE). Our services include GSE rental, leasing, and maintenance. With headquarters near Brussels and a team of approximately 1700 employees, we operate globally across over 200 airports in America, Europe, Asia Pacific, and the Middle East. Our dedication to excellence makes us a trusted partner for customers worldwide.

Do you think we could be a match? We look forward to meeting you.

If you are passionate about customer service, enjoy close attention to detail, and thrive in a collaborative environment, we invite you to apply for this exciting role.

Please note: We kindly request that agencies and recruiters refrain from contacting us regarding this job posting.