



PR/160212 | Franchise Manager / Key Account Manager (Hybrid & Flexible Hours)

Job Information

Recruiter

JAC Recruitment Malaysia

Job ID

1580490

Industry

Retail

Job Type

Permanent Full-time

Location

Malaysia

Salary

Negotiable, based on experience

Refreshed

March 31st, 2026 13:00

General Requirements

Minimum Experience Level

Over 6 years

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

None

Minimum Education Level

Associate Degree/Diploma

Visa Status

No permission to work in Japan required

Job Description

A multinational retail company is looking for a Franchise/Key Account Manager to manage the company's key clients (franchisee) to maximize profitability and customer satisfaction, through understanding clients' business needs, building strong relationships, and driving growth through tailored solutions, cross-selling, and up-selling. They practise hybrid working arrangements with flexible working hours.

Job Description

- **Account Strategy & Planning:** Develop annual account plans with sales targets, KPIs, and long-term growth strategies for franchise partners.
- **Franchise Relationship Management:** Build strong relationships with franchisee stakeholders and conduct regular business reviews to assess performance and identify opportunities.
- **Revenue Growth & Solution Proposals:** Analyze franchisees' challenges, propose tailored solutions, and drive cross-sell and up-sell initiatives to increase revenue.

- **Contract & Risk Management:** Lead contract negotiations, oversee renewals, and proactively manage commercial and operational risks.
- **Cross-Functional Collaboration:** Work with Sales, Marketing, Product, Customer Success, Operations, and Finance teams to coordinate solutions and resolve escalations efficiently.
- **Performance Monitoring & Reporting:** Track revenue trends, KPIs, profitability, and product usage; prepare performance insights and reports for senior management.

Job Requirements

- 5 - 10 years of B2B sales/key account management, franchise management, retail operations or relevant experience.
- Experience dealing with top management of corporate clients or business owners.
- Strong strategic thinking and account planning capabilities.
- Excellent communication, negotiation, and presentation skills.
- Strong problem-solving and requirements-definition abilities.
- Proficiency with Excel, CRM tools, and BI systems for data analysis.
- Ability to manage and collaborate across cross-functional projects.

#LI-JACMY

#stateKL

#countrymalaysia

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Company Description