



EMEA Key Account Manager

Job Title	Key Account Manager Responsible area: Spain/Portugal & Andorra
Location	Madrid
Contract	Permanent, Full-time
Duties and Responsibilities	- Assist with the analysis and management of Spain & Portugal B2B/B2C market - Monitor market performance, competitor activity and customer trends, provide commercial insight and recommendations to support revenue growth, strategic decision-making and future business opportunities. - Assist with the negotiation of contracts, corporate pricing and terms of service agreements with partners to ensure mutually beneficial partnerships and long-term loyalty. - Assist with the end-to-end management of strategic partnerships, ensuring optimised sales performance, brand integrity and adherence to ANA commercial directives. - Manage key and corporate accounts, develop and maintain strong relationships with partners, ensuring travel policies align with ANA's services - Act as the primary point of contact for trade partners, corporate travel managers and ownership within ANA, addressing inquiries, resolving issues, and nurturing partnerships. - Using the CRM, maintain accurate customer records, commercial opportunities, account plans and pipeline activity within Salesforce to support forecasting, reporting and effective commercial planning. - Collaborate proactively with Sales Planning, Marketing, Pricing, Operations and Inside Sales to align commercial priorities, share market intelligence and deliver coordinated customer solutions. - Attend industry events, conferences, and trade shows to build relationships, gain insights, and promote ANA's products and services. - Assist with the creation and delivery of compelling sales presentations (offline or online) to partners, highlighting ANA's services, routes, pricing, and any exclusive benefits for travellers. Customise offerings to meet the specific needs and preferences of trade partners. - Assist with the planning and execution of marketing campaigns and promotions and provide post campaign feedback. - Identify potential corporate partners in Spain&Portugal that would benefit from ANA's global network.

Knowledge, Skills and Qualifications	- An understanding of Modern Airline Retailing. - Experience dealing with Business Travel and Leisure Agents. - Excellent communication, negotiation and presentation skills. - Strong analytical skills with a solution-oriented approach to business challenges. - Strong interpersonal skills and the ability to build and maintain professional relationships. - Highly adaptable to lead individual initiatives or contribute to collective group goals as a team player. - Deep understanding of financial drivers and a results-oriented approach to achieving KPIs. - Attention to detail. - Resilience, creativity, and innovation mindset - Proven history of success in account management, preferably in the airline industry is a plus. - Business level of English is essential. Japanese and other European languages are highly advantageous.
Working Hours	37.5 hours per week
Salary	Competitive
Expected Start Date	1 December 2026
How to Apply	Please send your CV to recruitment_emea@ana.co.jp with the subject "Application for Key Account Manager ESP – Name"
Closing Date	30 September 2026
Others	All applicants must have the right to work in Spain. This position will also be advertised externally.