

KEY ACCOUNT EXECUTIVE - HEAD OFFICE, LAGOS - 0002

Job Purpose

- To manage customer accounts, follow up, and meet with assigned customers in the coverage area.

Responsibilities:

- Implement Accounts sales plan and planning agreements, in order to ensure annual sales objectives are achieved. Focus on annual/quarterly cost triggers related to customer prices and implement or negotiate where necessary.
- Investigate new opportunities to increase our market share, in order to expand current business relationships and increase the value of customer accounts.
- Review Customer Accounts results on a monthly basis, explain the reasons for any deviations and take corrective actions, in order to be aligned with the agreed budget and planning agreement.
- Gain in-depth knowledge of customers' cyclical demand to improve service and recognize opportunities. Use this information to gather forecasts and share with the planner to facilitate the demand plans
- Focus on stock levels, ensuring slow moving stock is attended to quickly.
- Maintain frequent communication and make planned visits to customers to evaluate and resolve complaints and continuously reinforce relations to increase customer satisfaction.
- Provide ongoing (dynamic) analysis of market conditions and competitor activity to the company management and sales force to keep them informed about the market trends.
- Negotiate and implement the annual business budget and planning agreements, in line with sales turnover, profitability and other KPIs, to achieve agreed profits.

Qualifications & Experience

- Bachelor's Degree or Higher National Diploma (HND) in Marketing or other sales related fields
- 4-6 years' experience
- Knowledge of Microsoft Dynamics Navision or any other Enterprise resource planning (ERP) software
- Knowledge of Microsoft Excel, PowerPoint Presentation
- Experience in the commercial/sales area from a B2B company
- Experience in logistics/manufacturing sector is preferable