



KEY ACCOUNT SPECIALIST, DELTA - 0022

Job Purpose

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

Responsibilities:

- Implement Account sales plan and planning agreements, 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 Share of Wallet, to expand current business relationships and increase the value of customer accounts.
- Review Accounts results monthly, explain the reasons for any deviations and take corrective actions, to be aligned with the agreed budget and planning agreement.
- Coordinate deliveries, follow-up shipments and keep customers always informed, to avoid miscommunication and ensure timely deliveries.
- Assist the collection manager payments collection to ensure that customer accounts are managed within the agreed terms.
- Maintain frequent communication and make planned visits to customers to evaluate and resolve complaints and therefore continuously reinforce relations and increase satisfaction of customers and decision makers.
- Report ongoing (dynamic) analysis regarding market conditions and competitor activities to maintain market awareness to the company management and sales force
- Negotiate and implement the annual business budget and planning agreements, in terms of sales turnover, profitability and other KPIs, to contribute to the agreed profits.

Qualifications & Experience

- Bachelor's Degree or Higher National Diploma (HND) in Marketing or other sales related fields
- 1-3 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