

## Key Account Manager - Homebased

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Company: Future Recruitment

Location: United Kingdom

Category: other-general

### **NEW VACANCY! (PK8209)**

Our client is a leading corrugated packaging manufacturer, specialising in large volume bespoke corrugated solutions to a variety of markets including FMCG and E Commerce.

Our client is currently looking for a Key Account Manager to join their team. You will drive customer retention ensuring customer satisfaction, new sales, support the implementation of the account plan and monitor progress against the agreed targets. The role is split approx. 70% managing £multi million key accounts and 30% generating new business.

#### **Key Responsibilities:**

Create and implement the customer development strategy, negotiate cooperation conditions (including stock, payments, obsolete, complaint handling)

Meet targeted budgeting objectives for volume and profitability

Manage & ensure customer standards, drive improvements in the key performance indicators set/agreed by our customer, quality to become the benchmark suppliers

Build effective communication channels between the internal organisation the customer teams, and any third parties as required

Identify, qualify, gain and develop opportunities in new and current customers

Anticipate customer needs and respond in a timely manner

Ensure timely reporting of ongoing projects and support accurate forecasting with

commercial teams including the data integrity and entry within the correct system

Review and recommend contractual terms and sensible pricing between the organisation and customer

Track and share market information

Undertake customer visits and relationship building exercises

Develop customer loyalty by offering above market solutions and bespoke options

Ensure customer satisfaction, loyalty and delivering high quality customer experience

Build strong relationships with a broad spectrum of customer stakeholders so that they stay loyal and are willing to increase the company share of spend

Develop plans in conjunction with the supplying sites a plan to maximise margin

Proactively develop their partnerships within the supply chain communities

Encourage efficiencies and drive a culture of innovation

Observe and share with the account team the customer's market development and competitors' behaviour to identify opportunities and risks

Develop customer sales strategy and account plan

Drive and lead the customer relationship through a consistent account plan, implementation and follow-up processes

Coordinate projects within the account team, secure all internal and external stakeholders are fully conversant with the implementation process and understand their role within the account plan

**Requirements:**

1-2 years' experience with Key Accounts in customer facing commercial roles

It is not essential to have experience from the Packaging industry

High credibility with demonstrated results driving and managing sales growth

Proven ability in successful sales strategy execution

Strong business acumen and commercial experience

Proven ability to grasp, analyse and initiate actions based on strong financial insights and understanding

Demonstrated marketing, customer experience, commercial and sales leadership skills

Demonstrated understanding of what it means to be a brand ambassador

A proactive, analytical, independent and methodical people motivator

Displays humility in abundance

A good negotiator and comfortable with conflict internal and external

Entrepreneurial - belief in one's ability to take on difficult challenges and willing to take calculated measured risks

A resilient and persuasive change 'agent' with effective communication skills, strong personal impact and integrity

Excellent interpersonal communication skills

Values co-operation and enjoys working in teams with other talented people but is also capable of working independently

Ability and capability to work with all levels of seniority

Dynamic, energetic and proactive, with an open, authentic and to the point personality

Networker, with strong stakeholder management skills

Strong ambition, but underpinned by performance, integrity and ethics

A person with high levels of resilience, a holistic positive attitude that embodies the desire to manage, develop people and work in an ambitious rapidly changing organization

Creative, innovative and long-term visionary

Advanced level in Microsoft Office applications - particularly in ppt and excel

Excellent English and second language preferable

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