

Key Account Manager

An exciting career opportunity has arisen for the position of Key Account Manager to join the Commercial team, supporting key customers and reporting to the Commercial Manager

The main purpose of the role is to build strong relationships with strategic customers by identifying needs and requirements to promote our company's solutions and achieve mutual satisfaction across all key accounts. The goal is to contribute in sustaining accounts and growing our businesses mutually to achieve long-term success.

Key Tasks & Accountabilities:

- Align the Advanced Supply Chain Commercial Strategy to support the delivery of business objectives across all specified key accounts
- Develop trust relationships with a portfolio of major clients to ensure they do not turn to the competition
- Acquire a thorough understanding of key customer's needs and requirements
- Serve as the link of communication between key customers and internal teams
- Ensure the correct products and services are delivered to customers in a timely manner
- Prepare regular reports of progress and forecasts to internal and external stakeholders using key account metrics
- Resolve any issues and problems faced by customers and deal with complaints to maintain trust
- Lead implementation disciplines to maximise customer retention
- Contribute to the development of new and enhanced customer propositions
- Expand the relationships with existing customers by continuously proposing solutions that meet their objectives
- Develop and implement leading, consistent disciplines and activities to ensure that the business has ongoing healthy commercial growth
- Play an integral part in generating new sales that will turn into long-lasting relationships

Performance Indicators:

- KPIs
- SLAs
- Customer relationship
- Personal development
- Key client/target relationship formed
- Customer feedback
- Internal feedback
- Compliance with Advanced policies and procedures and values

To be considered you will have the following skills, experience and attributes:

- Good understanding of the Market context **(E)**
- Able to contribute to broader business issues **(E)**
- Highly effective achiever, who can create a shared vision, energise others, challenge status quo and drive change **(E)**
- Strong verbal/written communications and presentations **(E)**
- Sales/Negotiation skills **(E)**
- Well networked **(E)**
- Experience of delivering consistent year on year organic growth **(E)**
- High level of business and commercial acumen **(E)**
- Green Belt trained **(P)**
- Business analytical skills **(P)**
- Project Management skills **(P)**
- Seasoned Key Account Manager
- Proven track record in delivering/improving sales performance **(E)**
- High achievement drive **(E)**

- High commercial focus **(E)**
- High influencing skill set **(E)**
- Highly skilled with developed commercial skills **(E)**
- High on “customer driven” competency **(E)**
- Direct industry experience **(E)**
- Exceptional Microsoft skill set **(E)**
- Experience of CRM tools **(P)**
- Relevant high level degree **(E)**
- Industry related qualifications **(P)**

E = Essential P = Preferred

For more information about or to apply for this role, please contact Derek Wright (People Director) at derek.wright@advancedsupplychain.com or on 01274 470520

Closing date: TBC