

POSITION DESCRIPTION

Role Title:	Key Account Manager
Reports To:	Branch Manager

PURPOSE OF THE ROLE

The primary focus of the Key Account Manager is to manage key accounts; build, grow and maintain long-term relationships with those accounts whilst maximising sales opportunities.

KEY TASKS	DELIVERABLES
Key Accounts Management	- To generate sales that build on our customer base and exceed monthly targets to ensure that gross profit is maximised - To provide a high and consistent level of customer satisfaction, visiting customers as required - To effectively plan a strategy which covers all your areas of responsibility and future business opportunities - To make an ongoing contribution to the sales team and to perform effectively as part of that team - Ensure all enquiries, sales and quotations are presented in a timely, professional and competitive manner with effective follow-up until business is either secured or a full understanding of 'why not' is understood - Liaise with relevant sales staff to co-ordinate sales activities and ensure key account clients receive quality and professional service - To provide relevant and up-to-date reports on any competitor activity and to maintain good links between the sales team.
Budget & Policy	- Contribute to the preparation of sales budgets and plans - Ensure that sales budgets are achieved by monitoring your performance against plan on a monthly basis, reviewing previous performance objectives and setting new forward objectives - To ensure accurate, systematic adherence to company administration procedures - Vigilantly monitor outstanding debtors by analysing the aged debtors report and act as a conduit between the customer and the credit department whilst ensuring that the branch manager is informed.
General	- To continuously improve on your product knowledge - Participate in company in-store meetings and training programs

KEY RELATIONSHIPS

Internal - Branch Manager - Sales Team - Branch Team Members - Credit Department - Area and Operations Manager	External - Customers (current & potential) - Other aligned businesses
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PERSON SPECIFICATION

BEHAVIOURAL COMPETENCIES	
Influences Others	Persuades or influences a customer to accept a point of view or take a course of action which directly or indirectly generates sales
Initiates Action	Takes prompt action to accomplish objectives; takes action to achieve goals beyond what is required; is proactive
Maximises Competitive Advantage	Has the ability to maximize competitive advantage while professionally disadvantaging the competition
Managing the Job	Effectively manages multiple demands upon time to ensure tasks are completed on schedule
Builds Trust	Interacts with others in a way that gives them confidence in your intentions and those of the company
Contributes to Team Success	Actively participates as a member of a team to move the team towards the completion of goals
Innovate	Generates innovative solutions; explores different and novel ways to deal with problems and opportunities.

KNOWLEDGE, EXPERIENCE AND SKILLS REQUIRED
Experience / Knowledge • Around 2 - 3 years' experience in customer service/sales environment • Strong account management and relationship building skills • Excellent verbal and written communication skills • A detailed knowledge of the electrical industry is highly desirable but not essential • Intermediate keyboard skills and computer systems • High personal presentation.

OCCUPATIONAL HEALTH & SAFETY

PHYSICAL CONSIDERATION
Corys Electrical is committed to ensuring that employees' health and safety is not compromised either by the work environment or by work process and procedures. The company makes every effort to – • Provide a safe and healthy work environment; and • Reduce the risk to employees arising from identified hazards. The company takes all reasonable steps to ensure that individuals are not appointed to positions which will endanger their health. It also ensures that all significant hazards associated with positions are identified. As part of its occupational health and safety practices, the company may require a prospective employee to complete a health questionnaire prior to any offer of employment, in order to ensure that potential risks to employees are identified.

POTENTIAL HAZARDS

ACTIVITY	HAZARD
Computing	• Use of computer monitor • Occupational overuse syndrome
Transport/distribution operations	• Moving vehicles
Driving	• Traffic • Road conditions • Fatigue
Warehousing	• Stacked product/obstacles • Manual handling and lifting • Spillages and slippery surfaces • Chemicals
Telephone use	• Cradling of receiver • No usage of headset