

Key Account Manager

DEPARTMENT: Retail Sales

ABOUT THE ROLE:

The Retail Key Account Manager will be accountable for the day to day performance of allocated key accounts. The Retail Key Account Manager will focus on the sales out, through promotion and joint business plans. This role will be based remotely, with regular visits to Customer Head Office locations, engaging with key stake holders around range negotiations and new product launches.

The Retail Key Account Manager is required to work strategically with an allocated portfolio of UK retail partners to promote the sale of Numatic International products and services whilst exceeding budgeted revenue growth. May be occasional peaks of pressure.

RESPONSIBILITIES:

- Act as a specialist point of contact between key customers and Numatic International Ltd teams.
- Develop and grow solid relationships at all levels within allocated key retail accounts ensuring excellence in customer service and budget delivery.
- Develop a thorough understanding of customer's needs and requirements and maintain strong, sustainable customer relationships often with complex businesses. Act as a trusted advisor for allocated customers.
- Conduct range reviews at relevant intervals to ensure customers range meets the needs of the account and Numatic International to develop mutual growth and profitability.
- Introduce new and existing products to customers and agree best routes to market, necessary sales activity and goals for revenue growth.
- Be creative in agreeing bespoke growth plans in conjunction with the Head of Retail Sales and Numatic International's Business Intelligence team.
- Prepare reports for middle and senior managers outlining customer updates, and market information, giving Numatic International's management team full visibility of opportunities and / or threats.
- Use Numatic International's Business Intelligence system to interrogate data, isolate areas for improvement and growth, translating these into specific plans and actions.
- Develop joint business plans with key accounts in conjunction with management and review to ensure effective delivery.
- Maintain accurate customer forecasts to ensure stock availability and accurate financial reporting.
- Work with initiative; use knowledge of portfolio and budgets to increase customer contact, growing revenue.
- Work closely with Head of Retail Sales to ensure full alignment with strategic goals for the Retail Sales department.

ABOUT YOU:

- Someone who is ambitious and driven to progress to be a future National Account Manager
- Retail National or key account management experience, working in the sector of DIY, Grocery, Electrical or Housewares
- Specific experience in FMCG, Non-Food, Small or Major domestic appliances
- Experience in interacting with internal and external customers, across disciplines and teams, delivering client-focused solutions to meet needs.
- Proven delivery of sales and growth budgets.
- Accurate Forecasting and promotional planning, focusing on driving sales out.
- Experience of dealing with complex customer issues and demands.
- Proven ability to deploy strategic account management principles.

SALARY: £40,000 - £60,000 p.a DOE

How to apply: Please send your CV and Covering Letter to jobs@numatic.co.uk