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| Job Title: **Key Account Manager**  Reporting to: **Head of Sales**  Job Purpose:  **Based on-site at our offices near Dungannon with travel throughout the UK and Ireland, in conjunction with our Head of Sales, you will:**   * **Develop profitable business with specific, key accounts across our portfolio of customers including the grocery and pet trades.** * **Assume full responsibility for day today management of agreed key NI and GB accounts.** * **Be outgoing and proactive with an appetite to drive sales and strive for career development in a competitive market as part of our high energy team.** * **Build and maintain strategic business partnerships with key customers in the NI and GB markets assuming a proactive approach in facilitating the growth of sales and developing mutually beneficial customer relationships.**   Hours of work: **Monday to Friday – 40 per week** |
| Mackle Petfoods successfully produce and supply several leading cat and dog food brands including Brandy, Cat Club, Naturo and Norsh across multiple market channels.  The sales team consists of Head of Sales, Customer Account Managers, Sales Executives, Sales  Graduate and Sales Co-ordinator.  **Main Responsibilities:**  **The successful candidate should fulfil the following criteria:**   * Manage agreed customer accounts to strengthen performance and improve profitability. * Develop relationships with customers, especially within GB, to build a strong supply chain foundation. * Work in conjunction with the sales and marketing team to maintain brand market share in GB and establish Mackle Petfoods as a major supplier of premium pet foods with specific focus on Naturo as a company brand. * Track and forecast individual customer key performance metrics communicating internally and externally. * Manage monthly business reports to management: i.e. commercial performance, information to assist operational planning, new client visit updates, budget update. * As the key interface, work with personnel in other areas of the business to deliver customer requirements: i.e. marketing, technical, production, distribution, product development. * Identify new business opportunities for development; build and maintain business partnerships which will ensure the development of long-term contracts. * Execute sales and marketing activities to meet sales targets. * Promote the company by building on the existing quality and customer service reputation. * Attendance at exhibitions to develop business. |



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| ***PERSON SPECIFICATION*** |
| **Job Title: Key Account Manager**   |  |  |  | | --- | --- | --- | | *Criteria* | *Essential* | *Desirable* | | Knowledge | * In-depth understanding of the FMCG market – retail and wholesale channels * Written and verbal skills – proven ability to use clear concise language. * Confident IT user including Word, PowerPoint, Excel and Outlook | * Working knowledge of the grocery / pet trade – retail and wholesale channels | | Experience | * Managed FMCG customers at Head Office level min. 3 years | * Managed major FMCG / pet trade customers including GB multiple customers at HO level | | Skills & Competencies | * Ability & desire to sell; commercially aware * Good interpersonal/ communication skills, both oral and written * Strong organisational skills with the ability to prioritise and meet deadlines * Ability to handle competing demands. * Determined, confident approach with exceptional attention to detail * Self-starter – able to work on own initiative | * Ability to work in a team * Resilient and able to cope with rejection * Excellent time management skills | | Circumstances | * Able to work full-time hours, on-site, Mon-Fri * Regular travel outside normal working hours, including weekends for events/exhibitions * Full, clean driving licence * Passport |  | |