



KEY ACCOUNT MANAGER - NKCC/HR/KAM/297/01/03/2024

Job Purpose

Reports to the Head of National Sales. The manager is responsible for managing sales and collections, coordinating activities, and overseeing the development and growth of strategic second-line and key supermarkets countrywide.

Key Responsibilities

- Develop and implement sales strategies for strategic second-line key and supermarkets.
- Identify new customers, secure partnerships and grow revenue through upselling and cross-selling within key accounts.
- Manage all communication and documentation for key accounts, such as price changes, invoices, and other relevant sales documentation.
- Collaborate across relevant departments to deliver seamless service to key accounts.
- Manage payments and ensure timely collections and follow up on any outstanding accounts.
- Participating in the development of the Key Accounts Sales' strategy
- Monitoring the performance of each brand and availability as well as competitors' activities in the key and strategic second-line supermarkets.
- Representing the company for negotiation and formalisation of any joint business plans with supermarkets.
- Liaising with production and logistics departments to ensure key account orders are met.
- Maintain accurate customer pricing information.
- Respond to and resolve key account inquiries promptly.
- ***Any other duty assigned by the supervisor from time to time.***

Qualifications and person specifications

- A minimum of ten (10) years relevant work experience and at least four (4) years in a management role in similar position.
- Master of Business Administration or equivalent qualification from a recognized institution.

- Bachelors degree in Sales and Marketing or equivalent qualification from a recognized institution.
- Management course of at least four (4) weeks from a recognized institution.
- Proven track record of success in developing and managing strategic accounts.
- Proficiency in computer applications from a recognized institution; and
- Member of a relevant professional body in good standing.
- Proficiency in computer and other relevant business applications.
- Valid driving license.
- Fulfilled the requirements of Chapter Six of the 2010 Constitution.
- Excellent communication and interpersonal skills.