

Bidfood– Job Description

Commercial Department

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| Position Title: | <u>Account Manager</u> |
| Reports To: | <u>Commercial Manager</u> |
| In Absence of Above: | <u>General Manager</u> |
| Location of Employ: | <u>Glenda Drive, Queenstown</u> |
| Hours of Work: | <u>8.30am – 17.00pm</u> |
| Days of Work: | <u>Monday - Friday</u> |
| Responsible For: | <u>1. No other members of staff</u> <u>2. Achieving Expected Results</u> <u>3. Car , i-pad, Mobile phone – refer to company policies re use, care and responsibilities</u> |

Company Vision

“We will be the very best foodservice distributor by being innovative and responsive to the interest and continued success of our customers, which in turn will provide for the success of our co-workers, suppliers and community”

Position Summary

To maintain and grow the client relationships, sales, margin and profitability for Bidfood Queenstown branch in your assigned territory.

KEY RESPONSIBILITIES AND EXPECTED RESULTS:

| KEY RESPONSIBILITY | EXPECTED RESULT |
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| Develop and maintain effective customer relationships | <ul style="list-style-type: none">• Positive feedback from new and existing customers on your understanding of and ability to meet the needs of their businesses, and that you are providing an efficient and personalised service• New accounts (as measured by repeat business) are secured to meet monthly targets and all departments informed of their location and any special requirements• Market share (as measured by gross profit generated from your accounts) meets weekly & monthly goals• Daily, weekly and monthly call cycle is developed, implemented and recorded as agreed with the Commercial Manager• All client visits have stated objectives and appointments made in accordance with the agreed call cycle and results are recorded• Client appointments are arranged to most efficiently cover the territory• Client details are kept up to date and all relevant departments and Commercial Manager informed of any client changes• Professionally prepared quotations are presented on letterhead and to company standard• Any special pricing or payment terms are approved by |

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| | <p>the Commercial Manager</p> <ul style="list-style-type: none"> • Clients are invited to visit the branch and introduced to key team members |
| Develop and maintain up to date product knowledge | <ul style="list-style-type: none"> • Through regular liaison with Fresh and Procurement departments, product knowledge is current and all client enquiries and requests are effectively responded to • Review warehouse/ freezer/chiller products and market reports weekly to maintain an up to date understanding of products especially fresh produce and the appearance, size and quality of all products • Awareness of key suppliers as well as other suppliers and demonstrating understanding of their importance to the organisation |
| Provide accurate and timely information to the organisation | <ul style="list-style-type: none"> • Use and application of BidIQ in order to record customer activity and relevant information • Market and Gap Analysis reports are provided as requested by the Commercial Manager • Daily, weekly and monthly reports are delivered to the Commercial Manager meeting the requested format and timeframes when required • Active involvement is demonstrated in the weekly Sales meeting • Active involvement is demonstrated in weekly fresh produce briefings • Weekly and monthly goals are prepared and ideas generated for achievement of these • Positive and effective relationships are formed with all departments, colleagues and managers with any difficulties addressed immediately either directly or through the Commercial Manager |
| Complies with Health & Safety at Work Act 2015, Food Safety and other relevant legislation | <ul style="list-style-type: none"> • Ensure understanding and compliance with the safe use of plant and equipment and adhere to all company policies and procedures including use of vehicles • Greet visitors and ensure the Visitor Register is completed and all procedures adhered to • Any health, safety, food safety, security issues or customer / employee privacy concerns are reported through the appropriate reporting and action methods • Being fully conversant and compliant with company and branch H&S and Food Safety procedures, policies and directives |

The organisation recognises that over time employees will, through the natural process of gaining confidence in their ability and understanding of the systems, operate quicker and more efficiently at the job they hold. This will free up time that could be used to develop and enhance the skills, knowledge and abilities of the employee. As a consequence of this, and because the organisation is interested in developing each employee to their full potential, each employee, will from time to time, be asked to take on extra duties that are designed to upgrade their skills, knowledge and abilities. These extra duties will be discussed between the employee and his/her immediate manager, and the decision to allocate them will be taken jointly.

PERSON SPECIFICATION ACCOUNT MANAGER

| | ESSENTIAL | DESIRABLE |
|--------------------------------------|---|---|
| Educational/Technical Qualifications | <ul style="list-style-type: none"> • A minimum of NCEA Level 3 (or equivalent) • Current Drivers Licence | <ul style="list-style-type: none"> • Relevant sales qualification |
| Work Experience | <ul style="list-style-type: none"> • Broad knowledge of the food and wine industry and a passion for it | <ul style="list-style-type: none"> • Previous Account Management experience with proven ability to manage and grow a sales territory |
| Interpersonal Skills | <ul style="list-style-type: none"> • Consistently portrays a positive impression and achieves desired outcomes by communicating effectively orally and in writing with a wide range of people despite language and other difficulties • Uses judgment, objectivity and discretion to accurately assess situations and take appropriate action • Uses persuasion and negotiation to achieve mutually beneficial outcomes • Displays a high level of self motivation, goal orientation, energy levels and desire to receive excellent customer feedback • Displays creativity and flexibility to generate alternative options when required • Prioritises tasks to meet deadlines to agreed standards whilst being flexible and adapting to changing demands • Autonomously identifies needs and proactively works towards an effective solution gaining cooperation from others as required • Remains calm, productive and focused in pressured situations achieving desired outcomes and maintaining positive relationships • Displays a high level of integrity, honesty and reliability resulting in effective internal and external relationships • Applies effective systems and checklists to ensure details are not overlooked • Displays a passion for learning and improving product knowledge and sales ability | |
| Technical Skills | <ul style="list-style-type: none"> • Competent level knowledge of Excel, Word and email use | |

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| Agreed by: Account Manager Name _____ | |
| Account Manager Signature _____ | Date _____ |
| Commercial Manager _____ | Date _____ |