



Job Description

Position Account Manager

Reports to Sales Manager

Company Vision

“We will be the very best fresh produce 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.”

Overview

The position’s primary responsibility is to improve Bidfood’s market share and sales within a defined area by adhering to the following key responsibilities.

Key Responsibilities

- Using Realtime and Houdini (Sales & Margin Analyser), BIDIQ and office programmes such as Word and Excel to analyse your customer base.
- Establish and execute daily customer sales calls based on this analysis.
- Establish and maintain strong relationships with key customers by having regular contact both in person and by electronic means.
- Resolve customer issues as they arise.
- Maintain detailed and current knowledge of the fresh/foodservice market including pricing, product availability, competitor activity, new products/innovations, supplier activity etc.
- Regularly update sales and marketing information to customers, including new product information/samples, promotional material, and written quotes/price increases.
- Achieve monthly sales budgets with the Customer base as allocated.
- Attend sales meetings when required.
- Ensure all new customers have a current completed credit application form on file.
- Assist with the collection of accounts receivable when required.
- Ensure all pricing quoted to customers is within authorised limits and contractual agreements.
- Actively promote and give customer training in our online ordering system MyBidfood.
- Assist other staff with other sundry duties as directed by your manager.
- Maintain a high standard of dress and grooming so as to represent a professional company image to visitors.
- Be available for training courses and sales conferences which may be held over weekends.

Key Performance Indicators

- To achieve sales budgets and GP targets.
- Level of knowledge and competence with Fresh Produce and Foodservice categories.
- Proportion of customers who use both Fresh and Foodservice.
- Growth of customer base using both Fresh and Foodservice.
- Perception of good service from customer base.
- Proportion of planned calls made per week.
- Proportion of customers using the “MyBidfood” ordering system.
- Increase product range sold into each customer (ie. lines per invoice).
- Perceptions of teamwork by other staff and functional relationships.
- Contribution to achievement of goals within overall operations group and company.

Health and Safety

Under the Health and Safety at Work Act 2015 you are obliged to:

- Take reasonable care of your own health and safety, including reasonable care that others are not harmed by something you do or don't do.
- Follow reasonable health and safety instructions given by anyone at Bidfood, as far as you are reasonably able to.
- Cooperate with any reasonable Bidfood business policy or procedure relating to the workplace's health and safety.
- Ensure that all accidents, injuries near misses or hazards that occur at work or that affect your work are reported as soon as possible to your Supervisor/Manager or branch Health and Safety Coordinator.

Food Safety

- Bidfood has a HACCP based Food Control Plan (FCP), developed to meet the legal requirements of the Food Act 2014 and other Food Safety requirements
- You are responsible for following Bidfood's Food Safety requirements under the FCP. Please see the branch Food Safety coordinator for a copy of the FCP.
- You must immediately report irregularities or non-conformances using the standard operating procedure defined in the FCP.