

## **Job Description for**

Date August 2024

**Position** Account Manager

**Reports to** Sales Manager

Team Sales

#### **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"

#### Overview

The primary responsibility for this role is to understand customers needs, ensuring customer satisfaction, and identifying opportunities for upselling or growing the basket. You will serve as the main point of contact for customers and works closely with internal departments to deliver the best possible service.

## **Key Responsibilities:**

- Develop and maintain strong relationships with assigned customer base.
- Understand customer needs and objectives and communicate with them effectively.
- Collaborate with internal departments (Purchasing, Operations, and Despatch) to ensure customer satisfaction.
- Achieve the Monthly Sales Budget set by Sales Manager.
- Achieve KPI's set by Sales Manager, and attend Quarterly review of performance.
- Identify opportunities to upsell to existing customers.
- Actively look out for new customer opportunities.
- Maintain detailed and current knowledge of the 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.
- Use BidIQ to access customer information, sales data & log events.
- Update Contact information through BidIQ.
- Plan and assist with in-field training of "mybidfood" to all customers
- Resolve customer issues as they arise.
- Attend weekly Sales Meetings or when required.
- Attend Supplier Presentations.
- Ensure all pricing quoted to customers is within authorised limits and contractual agreements.
- 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.

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## **Key Performance Indicators (KPI):**

- Daily completion of BidIQ Events (visits, incoming & outgoing calls and emails).
- Setup and Maintaining of Planner in BidIQ and ensuring all assigned accounts are in a Rotational Cycle.
- Follow up on Leads created in BidIQ and ensuring the status is always up to date.
- Achieve the Monthly Sales Budgets and GP targets.
- Building Relationships with assigned customers.
- Actively work on getting New Business in your assigned Territory.
- Level of product knowledge and competence across all categories.
- Focus on growing categories within Foodservice and increasing the basket.
- Knowledge of Exclusive Brands and growing the sales into customers.
- Actively working on selling Short Dated Items and N-list items.
- Identifying targets from Supplier Presentations and presenting to those targets.
- Following up on feedback and outcome of samples given to customers.
- Managing Low Margin Report.
- Working with colleagues and maintaining functional relationships within the team.

## **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.

I accept this position and its accountabilities and	I agree to use the systems,	to meet the standards
and to produce the stated outcome.		

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Signature:		
Date signed:		

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