

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.

