



Key Account Manager

Job description

Responsible for selling the services of Sarens at new and existing customers according to the set targets in the Sales plan.

Key result areas

SHEQ & Compliance

- Responsible for motivating/ensuring everyone works safely and according to the Sarens' SHEQ standards, as stated in document of SHEQ department – Responsibilities Manager with Regard to Safety, Quality & Environment, to ensure that all work is done in a safe, efficient, and qualitative way.
- Complies with the attitude of Lean and continuous improvements in the organization.
- Visits various sites/locations and fill in a WPI on regular basis.
- Responsible for ensuring that all executed activities and processes are in compliance with Sarens' SHEQ standards, policies, instructions, and local legislation.

Strategy & KAM Objectives

- Understands, applies and conveys the Sarens Group mission and vision in order for the organization to adhere to expectations and values prioritized by the board, the CEO and the HQ management team.
- Develops a clear vision of what needs to be accomplished in the medium and short term, based upon understanding of the external and competitive environment and the company's strengths.
- Responsible for producing and communicating actionable business plans (incl. measurable targets) in order to implement the defined strategy.

Business Results

- Takes ownership of their results by ensuring that the investment in and allocation of all resources (upon or without management's request) ensure that targets and budgets are met at all times.
- Produces regular and accurate reports in accordance with Group standards in order to keep management informed on their performance and uses this information to manage and improve the business results.

Sales & Business Development

- Achieving sales & business development objectives as set out in the annual commercial plan for self and/or sales team.
- Giving input for the composition of the annual commercial plan.
- Proactively and effectively finding, approaching and developing new markets/customers.
- Responsible for processing applications and preparation of calculations and offers in response to incoming requests or providing adequate input to other Sales members to accomplish these tasks.
- Responsible for the preparation of clear quotes and the follow up with clients after submittal until award or lost status.
- Drafting of framework agreements for clients in accordance with the established sales guidelines.
- Assessing clients on basis of predetermined criteria (f.e. payment behavior, credit worthiness, sales volume, success rate...).
- Comparing pre- and post-calculation, if applicable, and proactively take action in respect of discrepancies.
- Monitor and proactively following up on DSO (Days Sales Outstanding) and customer agreements and payment terms, etc..., and support therein the management and the Finance Department
- Makes special efforts to fill gaps in equipment planning.
- Market & Sales positioning; in-depth knowledge of both Sarens' equipment, its possibilities, the clients current infrastructure and needs for lifting and transportation services, in order to become the clients' most trusted and knowledgeable advisor on Sarens' services.

Market data analysis

- Collects, structures and interprets all available and relevant customer/market data, analyses the clients' needs and demands in order to optimize existing products and services communicates this to the management.
- Follows, investigates and pro-actively addresses market dynamics, developments and trends.

Relationship management

- Effectively represents Sarens, builds new and maintains existing relationships with customers and other stakeholders, focusing on expanding Sarens' customer base.
- Networking with relations and other stakeholders: local governments, trade associations, etc. to promote Sarens.
- Participate in conducting customer satisfaction survey in line with Groups standards (e.g. Sarens Project Methodology-procedure)
- Pro-actively reports relevant customer and other sales data in CRM, analyzes sales pipeline and defines appropriate actions for self.

Product development

- Supports, using the collected market data provided by the team, the development of new products, approaches and services in order to cover all segments and create a competitive advantage.

Contract management

- Reviews all their (draft) Sales contracts in accordance with Sales Authorization Chart, for feasibility, prices, timelines, liabilities, risks, legal compliance, etc. with the management and relevant functionalities, e.g. Operations, Technical Solutions, Legal.

Sales / Follow-up and hand over

- Ensures that the quotes/orders, including all necessary information, are transferred to the Operations Manager in a timely manner for further action (e.g. Sarens Project Methodology-procedure).
- Provides appropriate after-sales support to customers.

Sales Invoicing

- Provides input where necessary to ensure that a complete, correct and timely invoicing and provisioning can be executed for the project(s).
- Closely liaises with Finance/Accounts Receivable for the projects with regard to validating of invoices, settlement of deductions, prompt payment realizations, collections, this in compliance with the Group Credit Management Procedure.

Profile

General Competences

- Education: Master Degree in Engineering or equivalent through experience
- Good understanding of sector and/or region
- Experience: More than 3y of experience in sales, preferably in project sales and in an international context.
- Languages: English + language of the country where person is based and language main customer list is an advantage
- Computer: MS Office (Word, Excel, PowerPoint as a minimum), CRM, ERP software (Navision, SAP or Axapta)

Technical Competences

- In-depth technical knowledge of industrial equipment assembly and mechanical works
- Basic knowledge on all Sarens equipment : existing techniques, working methods, limits, advantages and disadvantages
- Methodological and interpretation skills to have good understanding of customer needs

Behavioural Competences Networker

- Persuasiveness
- Strong communicator
- Team player
- Accountability
- Client Oriented
- Active listener

We offer

Competitive salary, regular travel worldwide,...

Contact

If interested please submit your resume by applying online :

<https://sarens.hr-technologies.com/content/jobpage.asp?a=DETAIL&jdkid=296&l=ENGLISH>