



Key Account Manager – Connacht Region

Reporting to: Head of Sales

Department: Sales

Contract Type: Permanent, Full-Time, Monday – Friday

Advert Closing Date: 22nd March 2024

ABOUT US

Established in 1979, Codex has grown to be the market leader in the provision of a wide range of office supplies, furniture, and print services across Ireland.

Over the past 40+ years, our organisation has been steadily building on the core values that got us started - **Ambition, Customer First, Innovation, Integrity and Belonging**. Today, we employ over 85 team members around the country, with an annual turnover of over €35 million in 2023 and have ambitious plans to grow further.

ABOUT THE ROLE

As a Key Account Manager for the Connacht region, your primary responsibility will be to manage a portfolio of key accounts throughout Connacht, building strategic, long term and trusted relationships with our customers. Your ability to effectively account manage, ensure profitability, and explore new business avenues and revenue opportunities with these key accounts will directly contribute to our overall success.

WHAT YOU WILL DO

Retain Existing Business

- Act as the key point of contact for all commercial & operational relationships with key accounts, building strong and trusted relationships with the key strategic stakeholders.
- Maintain ownership and a comprehensive knowledge of your sales target and key accounts.
- Oversee and track all aspects of your accounts performance: distribution, rate-of-sale, sales vs budget, spend vs budget, SKU performance & opportunities, channel performance & opportunities, opportunities & threats.
- Build, maintain and manage a development plan for each key account.
- Plan and conduct agenda-driven / KPI-driven quarterly (or as appropriate) professional account review with each customer.
- Work cross functionally to deliver best in class service to all customers.
- Record and manage all relevant information from your accounts, including new opportunities in the CRM.
- Manage account escalations, troubleshoot, and resolve issues in a timely and productive manner, escalating unresolved or ongoing issues accordingly.

- Monitor and respond to all invoice and product queries that require your attention. Working closely with the finance department to ensure all invoice queries are handled in a timely and professional manner.

Grow Existing Business

- Deliver the jointly agreed business plan agreed with the Head of Sales for these key accounts to maximize account revenues and profitability.
- Work closely with Category Managers and Product Specialists to sell across all categories (Stationary, FM, Print, Furniture & Tech).
- Understand and develop potential opportunities from within the account base (upsell opportunities) based on analysis of the performance of the account base.
- Provide support and customer specific insight on significant tenders and projects for your key accounts.
- Manage specific queries/quotations/RFQs /orders and contribute towards an exemplary customer for your key accounts.

Develop New Business (from Key Accounts)

- Understand and develop potential opportunities from within the existing customer base and connected industries (new business opportunities).
- Work closely with Head of Sales, Head of Marketing & Category Team to identify new opportunities to drive the new product development agenda.

WHAT YOU WILL BRING

- A minimum of 5 years sales experience, ideally with a proven track record of success in a fast-paced, dynamic sales environment within the FMCG sector.
- Excellent negotiating and influencing skills with strong verbal and written communication skills.
- A proven track record of success in proactive account management and business development with the ability to develop long term relationships and deliver top class customer service.
- Ability to interact convincingly with internal and external stakeholders and decision makers.
- A strategic thinker with the ability to manage relationships and set expectations.
- A passion for sales; excellent commercial acumen and analytical skills.
- Exceptional business acumen and customer service skills
- Strong attention to detail and ability to actively identify and act on business opportunities.
- Excellent time management skills.
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- Strong attention to detail and ability to actively identify and act on business opportunities.

WHAT WE OFFER:

- Salary DOE
- 23 Days Annual Leave + Public Holidays
- 3 Days of Annual Celebratory Leave
- Extensive Family Friendly Policies
- On Site Free Gym Access
- Flexible and Hybrid Working Options
- Company Pension Scheme with Life Assurance
- Educational Assistance Program
- Colleague Reward & Recognition Scheme
- Onsite canteen with coffee, light breakfast and snacks provided.
- Staff parking
- Certified Great Place to Work

To apply please submit your CV/Resume to recruitment@codexltd.com

Due to the high volume of applications received, we regret that we are unable to respond to all applications. Only those suitable for this position will be contacted.