

JOB PROFILE

POSITION	KEY ACCOUNT MANAGER	DEPARTMENT	NESPRESSO PROFESSIONAL
JOB GRADE	C	COUNTRY	MALAYSIA
LOCATION	MALAYSIA	RESPONSIBLE TO	NESPRESSO PROFESSIONAL DIRECTOR
EMPLOYMENT	FULL TIME	RESPONSIBLE FOR	N/A

MAIN RESPONSIBILITIES:

To in-charge of building up Nespresso corporate accounts management strategy in order to achieve Nespresso sales and margin targets given (existing customer accounts or new business opportunity) through strong business development and customer relationship skills for long term business sustainability.

KEY ACCOUNTABILITIES:

1. Developing successful business partnerships and maintain a value added service to ensure successful trading relationships
2. Identifying key areas for growth and gross profit increase via increased Nespresso machine placements and capsules sales.
3. Negotiate and retain existing business through re-tendering processes and fixed term agreements.
4. Maintain strong accounts relationship; create and deliver account development strategy plan for the business growth.
5. To produce weekly / monthly business reporting to the management team to ensure close monitoring on the key accounts' activities is meeting the growth strategy.
6. Working alongside with Lyreco business colleagues for new business opportunities.

SKILLS & QUALIFICATION:

- Degree in Business Studies/Administration/Management, or equivalent.
- Highly proficient in MS Office (Power Point & Excel)
- Minimum 5years working experience in related role or B2B industry
- Ability to build trust, respect and rapport quickly, at all levels.
- Strong communication skills, including the ability to create and deliver presentations across various media formats in a stimulating and professional manner.
- Able to analyze information and exercise sound commercial judgment as to actions required.
- Good organization and time management skills.
- Works in a coordinated and efficient manner so that results are achieved within deadlines and maintaining high standards
- Ability to balance the need for short-term action versus the longer term interests of the Company.
- Solid experience and a proven track record in business development at SME level or above.
- Complete understanding of the business development process, with strong commercial acumen.



PASSION

RESPECT

EXCELLENCE

AGILITY