

Vacancy



Job Title:	<u>Export Account Manager- Channel</u>
Job title of the direct superior:	<u>Sales Manager</u>
Department:	<u>Sales</u>

PURPOSE OF THE POSITION

The Export Account Manager is responsible for the management of the allocated KDZA Dealer Channel network through the identification of sales opportunities cross border Southern African market segment, follow up and conversion of these sales opportunities, building relationships, and manage customer service issues, ensuring the achievement of the revenue targets and growth targets within their allocated dealers and for the analysis of profitability by account category. Motivation of requested Pricing Support from KDE/ KDC.

PRINCIPLE DUTIES AND RESPONSIBILITIES

Planning and Forecasting

- Assist in the development of Growth Plans, targets and objectives for the target market Channel plans.
- Assist in the development of budgets sales forecasts and to maintain and update forecasts on a weekly and monthly basis.
- Develop, manage and complete weekly / monthly sales forecasts from lead, qualified lead to sale converted.
- Salesforce updated daily, weekly and monthly.
- Achievement of the Channel target market targets and objectives through effective implementation of the Growth Plans.
- Implementation of corrective action for non-achievement of targets.

Execute Sales activities

- Achieve assigned weekly and monthly call and visit targets and meeting of pre-defined goals.
- Support the partners in the SADC by managing their range and seeing to the marketing in the respective countries.
- Maintain accurate database of dealer contact information – Sales force, Laserfiche, Qlicksense.
- Thorough identification and documentation of prospects needs, expectations, and priorities.
- Appointment preparation activities including research and scheduling.
- Timely completion of required paperwork and reports.
- Self-directed continuous improvement of sales and technical knowledge.
- Assist in the development of an assigned sales territory, follow up sales enquiries and qualifying sales.
- Demonstrate thorough knowledge of KDZA products.
- Allocate qualified sales leads to relevant sales channel target markets.

- Customer query handling, resolution, and escalation.
- Provide customer `s where required with monthly reports as per customer requirements.
- Assist in tender finalisation with dealers.
- Assist in decision regarding special pricing requests from dealers.
- Follow up and resolve order issues and queries.
- Provide feedback to customers regarding order status and ETA.
- Identify dealer training requirements to enable up-skilling of sales abilities.

Manage and maintain relationships

- Manage and maintain good relationships with key internal stakeholders.
- Manage and maintain good customer relationships.
- Liaise and communicate with internal departments.
- Liaise with Customer Service and Support department to ensure customer service requirements are met.
- Travel will be required to SADC countries when needed.

Reporting

- Monthly reporting on Channel target market as per pre-defined reporting requirements and performance measures.
- Monthly forecasts.
- Monthly activity reports.

SKILLS REQUIREMENTS

Education

- National Senior Certificate.
- Relevant qualification in Sales.
- Additional class type courses in various Sales skills and account management beneficial.

Knowledge and Skills

- Resourceful, innovative, and proactive.
- Ability to multitask and prioritise.
- Excellent time management skills.
- Computer literate (MS Office).
- Conflict resolution and mediation skills.
- Interpersonal communication and listening skills.
- Leadership, motivation and coaching.
- Problem solving and critical thinking.
- Research & planning skills.
- Written communication and reading skills.

EXPERIENCE

- 3 - 5 years sales and account management experience in a Corporate Sales environment.
- SADC Export Sales experience
- Preferably able to converse in Swahili, Portuguese/and or French.
- Good understanding of social demands in Africa and the role they play in business in Africa.