**Schedule B**

**Job Description**

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**Position** Account Manager

**Reports to**  Sales Manager

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**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 of this role is:

* To improve Bidfood’s market share and sales within a defined area / customer list
* Maintain and manage all service aspects in your sales area to ensure your customers receive a high level of customer service

**Functional Relationships**

* Sales Manager, Sales Teams, Purchasing Staff, Despatch and Delivery Staff, Stores Staff, General Manager.

**Key Responsibilities**

* Achieve monthly sales budgets
* Keep SWAP data up to date on a daily basis, including visits / calls made and customer purchasing patterns
* Make SWAP data available to Sales Manager upon request
* Have a regular plan for cold calling
* Regularly updating sales and marketing information to customers, including new product information
* Attend all required sales meetings
* Ensure all new customers have a current completed credit application form on file
* Assist with the collection of Accounts Receivable when required
* Ensure all pricing quoted to customers is within authorised limits and correct price loading procedures are followed.
* Be competent to use the Real-time computer system for reports and inputting orders
* Assist with stock-takes when required
* Be available for training courses and sales conferences which may be held over weekends

General

* 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.

Food Safety

* As per your Employment Agreement, ensure that you observe Company policies on personal hygiene, wounds and infectious illnesses.
* Adhere to ALL relevant Food Safety procedures and processes as indicated by the Company’s Food Safety Program

Health and Safety

* Under the Health and Safety in Employment Act 1992, you are obliged to take all practical steps to ensure your own safety at work and to ensure the safety of all other persons in the workplace.
* Ensure that the Safety Officer is advised of any new accidents, incidents or hazards identified immediately. Report any health and safety concerns to the Safety Officer.

## Key Performance Indicators

* Compliance with Food Safety requirements
* Contribution to achievement of goals within overall operations group and company
* Sales in relation to budget for assigned area / customers
* Number of new customers introduced
* Sales volume / value of existing customers
* GP% for assigned area / customers
* Number of sales calls made in person / by phone