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| **Bidfood Timaru – Job Description** |

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| Position Title: | Key Account Manager  |
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| Reports To: | **General Manager** |
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| In Absence of Above:  | Assistant General Manager |
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| Location of Employ: | 71 Racecourse Road, Washdyke, Timaru |
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| Hours of Work: | 7.00am to 5.00pm, with flexibility required |
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| Days of Work: | Monday – Friday, with flexibility required |
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| Responsible For: | 1. Building and Maintaining Key Accounts |
|  | 2. Achieving Expected Results |
|  | 3. Laptop and Mobile phone with Car usage – refer to company policies re use, care and responsibilities |

**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”

**Position Summary**

To maintain and grow the clients relationship, sales, margin and profitability for Bidfood Timaru

**Functional Relationships:**

- General Manager

- Procurement Assistants (Purchasing)

- Warehouse Manager/Team

- Distribution Supervisor/Drivers

- Operations Manager

- Produce Manager

**KEY RESPONSIBILITIES AND EXPECTED RESULTS:**

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| KEY RESPONSIBILITY | EXPECTED RESULT |
| **Develop and maintain effective customer relationships** | * Positive feedback from customers on your understanding of and ability to meet the needs of their businesses, and that you are providing an efficient and personalised service
* Regular visits are established and agreed upon by both the customer and the General Manager. All meetings have stated objectives.
* Client details are kept up to date and all relevant departments and General Manager informed of any client changes
* Professionally prepared quotations are presented on letterhead and to company standard
* Any special pricing or payment terms are approved by the General Manager
* Customers are notified in a timely manner of any out of stocks and substitutes are discussed where possible
* Notify customers of quarterly price increases which impact their stock lines
* Arrange/conduct “Hot Runs” if and when required
* Orders are taken and keyed via MyBidfood and RealTime
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| **Develop and maintain up to date product knowledge** | * Through regular liaison with Fresh and Procurement departments, product knowledge is current and all client enquiries and requests are effectively responded to
* Review warehouse/ freezer/chiller products and market reports weekly to maintain an up to date understanding of products especially fresh produce and the appearance, size and quality of all products
* Awareness of key suppliers as well as other suppliers and demonstrating understanding of their importance to the organisation
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| **Provide accurate and timely information to the organisation** | * Use and application of BidIQ in order to record customer activity and relevant information
* Market and Gap Analysis reports are provided as requested by the General Manager
* Daily, weekly and monthly reports are delivered to the General Manager meeting the requested format and timeframes when required
* Where required/possible, active involvement is demonstrated in the Sales meetings
* Weekly and monthly goals are prepared and ideas generated for achievement of these
* Positive and effective relationships are formed with all departments, colleagues and managers with any difficulties addressed immediately either directly or through the General Manager
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| **Develop and maintain excellent internal relationships** | * A strong working relationship is established and maintained with all staff, most notably your key functional relationships and their teams and they are up-dated as required re any issues with Inwards Goods including Buy In To Order products, availability and quality of products, new products
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| **Efficiently utilise Bidfood systems to order and when necessary, source, Dry, Chilled and Frozen Goods ensuring the range meets the changing needs of the marketplace and Bidfood standards** | * Assesses requests for new products/ seasonal products and deletion of existing products
* Displays a good understanding of food trends and requirements of customers
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| **Pick and load stock for delivery to clients** | * Pick stock from pick sheets to fulfil customer orders
* Ensure random weights and stock that is not found, are noted on the pick sheet
* Ensure that all stock is handled with care and heavy cartons are not placed on top of fragile cartons
* Goods are picked within the given time frame and meet accuracy targets
* All stock is checked off correctly, correctly packed and all Produce is quality checked before leaving the building.
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| **Accurately make deliveries to clients in a polite and friendly manner, while also working efficiently and in compliance with company policies and procedures** | * Maintain delivery schedules and keep within time frames
* Ensure that all stock is handled with care to avoid any damages
* Notify the company of any accidents or damage to the vehicle immediately and complete the appropriate paperwork within 24 hours
* Maintain a current driver’s licence applicable for the vehicle you drive
* On occasions, delivery to the clients will be required. A Class 4 licence or ability to gain one is required
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| **Complies with Health & Safety at Work Act 2015, Food Safety and other relevant legislation** | * Ensure understanding and compliance with the safe use of plant and equipment and adhere to all company policies and procedures including use of vehicles
* Any health, safety, food safety, security issues or customer / employee privacy concerns are reported through the appropriate reporting and action methods
* Being fully conversant and compliant with company and branch H&S and Food Safety procedures, policies and directives
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The organization recognizes that over time employees will, through the natural process of gaining confidence in their ability and understanding of the systems; operate quicker and more efficiently at the job they hold. This will free up time that could be used to develop and enhance the skills, knowledge and abilities of the employee. As a consequence of this, and because the organization is interested in developing each employee to their full potential, each employee, will from time to time, be asked to take on extra duties that are designed to upgrade their skills, knowledge and abilities. These extra duties will be discussed between the employee and his/her immediate manager, and the decision to allocate them will be taken jointly.

Agreed by: Key Account Manager Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 Key Account Manager Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 General Manager \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_