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NEW VACANCY

POSITION:	KEY ACCOUNT MANAGER
LOCATION:	OCEAN FREIGHT DIVISION – DURBAN
REPORTING TO:	OCEAN FREIGHT BRANCH MANAGER – DURBAN

RESPONSIBILITIES:

Manage Expenses by …

- Manages relationship of a defined number of large and medium sized customers.
- Supports and drives growth of all products and services within the business, ensuring collaboration across all groups and divisions.
- Qualifying potential clients in terms of requirements (volumes, distribution areas, current providers, cargo types etc), submitting these to branch manager for consideration.
- Preparing proposals for Branch Managers approval.
- Monthly review of unprofitable customers, plan to address and rectify.
- Identify and record upsell opportunities.
- Ensures that activities are aligned with branch/regional strategies.
- Meet expected targets by maintaining a healthy pipeline, good contractual performance and proactive thinking.
- Work on customer initiatives and implement customer workflow processes as required.
- Collects relevant customer information and prepares documents for customer implementation to ensure proper operational handover and implementation to meet customer expectations (SLA's & SOP's).
- Identify service issues, addressed with operations, escalation process followed where agreed with manager.
- Scheduling client meetings in accordance with the KPI set out by management.
- Formally presenting the business proposal.
- Conducting follow-up and progress calls.
- Obtaining client proposal acceptances.
- Preparing / submitting weekly call planners to the branch manager.
- Gathering market intelligence / information in terms of freight service opportunities, competitor activities and reports, accordingly.
- Initiate credit applications and submit for approval to Accounts at H/O.
- Liaise with Debtors and ensure issues are relayed and dealt with timeously.
- Manage and finalise annual rate negotiations in conjunction with the relevant Branch Manager.
- Client Entertainment - number of client entertainment sessions & plan for the month per quarter / reason for client entertainment - as per monthly budget.

Adherence to Policies & Procedures by…

- 15 External and 5 Telephone Calls per week.
- Follow-up on quotations weekly.
- Call planners with agenda stats for new week to be done every Friday and shared with branch and national sales manager.
- Issue Resolutions - 72 hrs.
- Initiate credit applications to those not yet on account and submit for approval to Accounts at H/O.

- Ensuring that company policies and procedures are always adhered to in respect of pricing and discounts of rates and tariffs.
- Ensuring that monthly reporting deadlines are always met, and that any delays are advised to the relevant parties timeously before the deadline is missed.
- Monthly review of up/down trade to identify via the lost and gained reports monthly with suggested action and implementing corrective action on down trade.
- Obtain, analyse and report on business performance of the clients and identify initiatives that will improve business results.
- SOP's/workflow processes, to be implemented and Quartley business reviews to take place using BI stats and relevant KPI information.
- Implement and manage ad-hoc changes and annual reviews of contracts, terms & conditions, rates & service agreements for applicable clients.
- Schedule weekly, monthly or quarterly meetings with the client as required to ensure client visit expectations are met.
- Call reports via Unity to be updated on a weekly basis and within 48 hours of client visit.
- Monthly KPI reporting client specific.
- Special rate negotiations to be documented and finalized within 12 hours after completion.

Operational Excellence Technology Continuous Improvement by…

- Lost / New business report for regions / sales teams
- Sales Visits - 15 calls per week.
- Gathering market intelligence / opportunities & competitor activity.
- Handling customer complaints & problems by taking corrective action.
- Tradelane team support (Strategic focus).
- Organizational cohesion initiatives: communication focus.
- ZACPAK CFS Tours and training.
- Cross selling Air, Road, final mile and CFS product.
- Branch managers weekly check in.

Culture Accountability by…

- Three EEE's.
- Weekly meetings with Ocean Freight General Manager.
- Adherence to company policies & procedures.
- Product training and development / knowledge.

SKILLS:

- Must be able to communicate and build effective relationships with stakeholders at all levels.
- Must be able to develop professional presentations using Microsoft PowerPoint.
- Must be able to prepare business correspondence and management reports.
- Must be able to identify problems, analyse information, and implement effective solutions.
- Must be able to negotiate effectively with customers, suppliers, and internal stakeholders.
- Must be able to manage own workload and work independently.
- Must be able to interpret financial information and reports.
- Must have strong sales and business development skills.
- Must demonstrate strong analytical, planning, and organisational skills.
- Must be able to apply lateral thinking and use industry experience to identify, qualify, and develop business opportunities across different divisions within the Group.

REQUIREMENTS:

- Must have Grade 12.
- Must have a Bachelor's Degree (BCom) or Diploma (NQF Level 5) in Supply Chain Management, Logistics, Freight, or Transportation.
- Must have approximately 7–10 years' experience in a freight-related environment.
- Must have 5–10 years' experience in a sales, customer service, or key account management role.
- Must have 3–5 years' operational experience and understanding within the freight environment.
- Must have a thorough understanding of ocean freight operations and sales processes.
- Must have experience working with a freight management system or a similar system.
- Must have an in-depth understanding of freight transportation operations, processes, methods, and practices.
- Must have a general understanding of sales and marketing processes and practices.
- Must have advanced proficiency in Microsoft Word, Excel, PowerPoint, and Outlook.
- Must have a broad understanding of organisational disciplines, systems, and functions, including Finance, HR, IT, Sales, and Marketing.
- Must have an in-depth knowledge of the company's Standard Trading Conditions (STC's) and insurance procedures.

Should you be interested in the above please advise: **Human Resources Department**:

All applications must be accompanied by a copy of this advert and a full C.V of relevant experience.