

# Key Account Manager

## About Albea & the Product line that is recruiting

Albéa is a global leader in beauty, personal care, oral care, pharmaceutical and food packaging. Our site, Albea New York is our Sales Offices for North America.

## Scope

This position reports to Director

## Main activities

- Develop sales with direct responsibility and support activities
- Strive for win-win solutions
- Take every opportunity to increase profitability
- Manage KPI 's and launch actions accordingly (overdues, stocks, price increase ...)
- Build trusting relationships both internally and externally
- Ensure a high level of customer satisfaction
- Ensure customer retention and growth as a priority
- Lead the bid process and projects with all the appropriate internal stakeholders (North America, Europe and China - development teams and plants)
- Build business cases for complex projects when necessary
- Ensure a smooth interface between the customer and New Project Launch and/or New Product Development teams. Support as needed for successful, on-time launches.
- Report key information and data weekly through Albea tools such as Winforce
- Analyze results monthly and monitor achievement of objectives accordingly
- Manage crisis situations with the customer and plant
- Launch a dedicated task force and take the lead as needed
- Ensure an appropriate communication and action plan is in place to solve issues promptly.

## Accountability including KPIs

- Guarantee the profitable growth of the business, volume and turnover, with the customer Sales \$ Manufacturing - to ensure understanding drivers for profitability and delivering profitable growth in his/her perimeter.
- Guarantee customer satisfaction by ensuring the right level of service is provided to each Brand Customer Service metric Marketing - to ensure Negotiating business priorities between the customer and manufacturing.
- Guarantee that Albea key performance factors are maintained and improved. "Investment Profit Working Capital Overdues" Pricing - to ensure demanding a complex project

management approach / NPD co-working

- Closely follow-up project activities and pro-actively identify cost deviation Cost versus quotation NPD - to ensure Crisis management
- Guarantee customer relationship Pro-active and reactive communication / build trust Plant / NPD /customer departments Building and developing relationships

## Profile (Experience & qualifications)

- "Focusing Customer Value - Striving to flexibly create customer value by continually learning about specific present and future needs, making compelling offerings and building loyal customer relationships"
- Bachelor's Degree preferred
- "Communicating Expectations-Issuing concise and timely directions, informing and stating expectations directly, leaving no doubt about what is expected of others " 5 to 10 years experience in Sales in the packaging industry with complex negotiations with customers, integrating multiple dimensions (price, investment, level of service)
- Ability to understand customer needs and Brand DNA to build customer satisfaction
- Ability to multi-task
- Ability to perform well under pressure
- "Developing Teamwork-Getting groups to co-operate better by making use of diversity among the individuals and stimulating open communication and conflict management" Proficient in Microsoft Excel, Word and PowerPoint, experience with MS Project is a plus.
- "Driving towards Goals-Taking initiatives and pushing forward in different situations, setting challenging goals for self and possibly others as well as following up on the achievement of these goals"
- Strong negotiation and project management skills.- Strong analytical skills and ability to go from complex problems to actionable solutions.
- "Leading Projects- Planning resources and activities to achieve project goals (scope, quality, budget, time) as well as building project teamwork, and organizing effective project execution"  
Product line related experience (product or labels or printing)
  - a. Or Packaging experience,
  - b. Or Fast consumer goods experience (for example Pharmaceutical the pace is too slow)
  - c. Or other related industry such as electronics, automotive, aeronautic.

## FUNCTION

---

Sales - Marketing

## EMPLACEMENT

---

New York, NY

#### APPLICATION EMAIL ADRESS

---

jobs.new-york@albea-group.com

#### TYPE DE CONTRAT

---

Permanent

#### DESCRIPTION

---

Responsible for developing relationships with national and international customers.