

Key Account Manager (Global Accounts)

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, Albéa Colchester is specialized in Laminate Tubes manufacturing for the Oral Care, Pharmaceutical, Food and Personal Care Markets.

Scope

This position reports to the Global Account Director in (Region).

Responsible for business of two Global Accounts, tube production globally.

Main activities

- Build and deploy a strong action plan based on the strategy, to reach Albéa budget and ambition for the given portfolio.
- Continuously improve customer experience, and customer satisfaction. Develop a strong network and good relationship within the accounts to understand their strategy, ambition, priorities and needs.
- Deploy a strong internal coordination and efficient governance with Operations
- Protect our current business, identify and capture new growth opportunities in proactively promoting Albéa product and services.
- New developments/ projects: closely follow-up projects in collaboration with Customer service and New Product Development (NPD) teams
- Promote Albéa CSR (Corporate Social Responsibilities) image and push our CSR Offer
- Review on a monthly basis Business KPI
- Lead the RFQ/bid process with all the appropriate internal stakeholders (North America, Europe, India and Indonesia) /Build business cases for complex projects when necessary
- Manage crisis situations with the customer/ 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
- Guarantee customer satisfaction by ensuring the right level of service is provided to each account
- Guarantee that Albea key performance factors, such as profit, working capital, overdue, etc are maintained and improved.
- Guarantee the improvement of Albea's reputation with effective communication & appropriate offers to implicit and explicit needs
- Guarantees an appropriate communication and negotiation in case of crises management

Profile (Experience & qualifications)

- Bachelor's Degree or above

- 10+ years experience in Sales in a manufacturing environment with complex negotiations with customers, integrating multiple dimensions (price, investment, level of service...) Knowledge of Albea, or Tubes a plus.
- Strong negotiation and project management skills.
- Ability to understand customer needs and Brand DNA to build customer satisfaction
- Experience in an International Context, working with different cultures (internally / externally)
- Strong analytical skills and ability to go from complex problems to actionable solutions.
- Fluent in English
- Proficient in Microsoft Excel, Word and Powerpoint
- Win as One Team -Breaks silos. Actively supports and contributes to the success of other departments
- Engage & Act - Manages priorities, Acts at the right time and decisively. Empowers and motivates others
- Achieve Goals – Executes the strategy and operating agenda. Delivers excellent and sustainable results on time

FUNCTION

Sales - Marketing

LOCATION

Colchester

APPLICATION EMAIL ADRESS

jobs.colchester@albea-group.com

TYPE OF CONTRACT

Permanent

DESCRIPTION

Responsible to create an account strategy, build relationships and ensure customer satisfaction and growth. Manage and ensure delivery of the account plan