

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, Albéa Washington is specialized in manufacturing Laminate & Plastic Tubes for Cosmetics, Personal Care & Pharmaceutical Markets.

Scope

This position reports to a Regional Sales Manager in Tubes North America.

Responsibilities include managing and growing business at several established accounts as well as developing business with new customers.

Responsible for domestic customers and some Key Accounts - portfolio in excess of 5m\$ sales

Main activities

- Manage and grow sales with established Albea customers while also developing business with new customers
- Identify solutions to increase profitability, manage KPI 's and launch actions to meet targets for overdues, inventory levels, revenue management, etc.
- Build trusting relationships both internally and externally / ensure a high level of customer satisfaction / focus on customer retention and growth as a priority
- When required lead the RFQ/bid process with all the appropriate internal stakeholders (Pricing, development teams and plants)
- 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, ADS, OMP Forecasting tool etc. / Analyze results monthly and monitor achievement of objectives accordingly
- 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.
- Seek out and target new customers and new sales opportunities on the region, initiate action plans to approach and secure new business

Accountability including KPIs

- Deliver profitable growth
- Ensure customer satisfaction by delivering the right level of service to each customer
- Ensure Albea key performance factors, such as profit, working capital, overdue, etc. are maintained and improved.
- Promote a positive Reputation for Albéa in the marketplace; create value for Albea and our customers

- Provide appropriate communication and negotiation in case of crisis management

Profile (Experience & qualifications)

- Bachelor's Degree or above
- 5 to 10 years experience in Sales in a manufacturing environment with complex negotiations with customers, integrating multiple dimensions (price, investment, level of service...) Technical / Packaging industry knowledge a plus.
- Strong negotiation and project management skills.
- Effective communicator. Ability to liaise both internally and externally across functions and communicate customer needs in a clear manner.
- Ability to understand customer needs and Brand DNA to build customer satisfaction; knowledge of the West Coast brands and companies a plus.
- Strong analytical skills and ability to go from complex problems to actionable solutions.
- 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

Washington, NJ

APPLICATION EMAIL ADRESS

jobs.washington@albea-group.com

TYPE OF CONTRACT

Permanent

DESCRIPTION

Responsible to create an account strategy, build relationships and ensure customer satisfaction and growth