

Key Account Manager

Reporting to the National Sales Manager we are recruiting for the above role.

The primary function of this role is to achieve or exceed agreed sales targets for volume, mix and quality from large users of mechanical handling equipment within the UK Market. The ideal person will possess;

Proven track record in personal selling and meeting or exceeding sales targets with established reputation for doing so, ideally in MHE industry.

- Able to demonstrate:
 - Examples of winning new major account deals with fleet / blue chip customers.
 - Examples of significant growth over a period within existing accounts as well as high renewal and retention rates.
 - Thorough customer relationship management skills with the ability to communicate effectively with clients, supply partners and own sales and operations teams.
 - Innovative and refreshing approaches to opportunities, ability to produce distinctive, professional proposals and reports to lead and influence any tender process.
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- Strong interpersonal and influencing skills along with strong presentation skills.
- Natural and strong customer service orientation.
- Commercially aware with a strong profit orientation
- Operates to high standards in record keeping and administration of all aspects of selling, order processing, customer information management and reporting.
- Works proactively with all colleagues with understanding and support for their objectives and requirements.
- High Attitude and Energy levels:
- Working on their own initiative, Action orientated, gets things done
- Brings enthusiasm and 'can do' approach to work
- Behaves with respect towards colleagues throughout the business
- Good PC Skills or aptitude to acquire them.

CORE ACCOUNTABILITIES:

- Overall volume mix and quality of sales delivered through - Contact Hire sales, Cash / Lease sales, refurbished equipment sales, Buyback-Rehire sales and other fork truck products and services. All to meet or exceed agreed budget and plan levels.
- Pursue opportunities from existing major/key accounts with only a small amount of their fleet with Grant Handling - working in teamwork with Area Sales Managers where appropriate. These accounts will be agreed with your Line Manager.
- Creation and delivery of strategy, development and activity plans that target 'realistic' major accounts within Grant Handling's assigned Distribution area.
- Provide a monthly forecast and maintain an enquiry log.
- Excellent market awareness and ensure Grant Handling is presented to all target accounts and included on all proposal / tender lists.
- To work proactively with Telesales and Short-Term Rental departments to circulate opportunities to do business.
- To promote and deliver a continually improving customer experience.
- Support and contribute to team-based activities aimed at improving overall sales and business performance.
- Provide regular updates on competitor activity, pricing and product updates to the wider business.
- Interacting with all customers and colleagues in a manner consistent with the company's culture and values.

GRANT HANDLING

CORE ACTIVITIES:

- The development and maintenance of customer and prospect contact plans for the designated accounts that secure appropriate numbers of appointments, surveys and quotations to drive sales performance that meets or exceeds agreed targets.
- Prospecting, promotional, and other tactical activities as identified and agreed with Line Manager
- Construction of quality proposals and quotations, using innovative customer focused solutions that also promote and secure additional business.
- Effective follow up of all proposals.
- High quality administration of all sales support activity - order processing, customer information management and reporting.
- Ensure activity is recorded on CRM system, and strategic plans are updated each month
- Seeking genuine, accurate customer and prospect feedback, responding to it and using it to improve business processes and personal performance.
- Responding to all sales leads and customer issues with a pace and professionalism that our current customers and targeted prospects would describe as truly first class.

If you believe you have the necessary skills to fulfil this role, please send a copy of your current CV to terry.andrews@granthandling.com or email to our general email careers@granthandling.com
All employees should ensure their immediate Manager/Supervisor is made aware of their application.
External recruitment may be actioned concurrently with this notice

Closing Date: 12th February 2021