

POSITION REQUIREMENTS:

<u>JOB FUNCTION:</u>	An Account Manager/ Sales Rep is a sales professional who performs a variety of duties aimed at managing his employer’s client relationships, as well as developing new business from existing clients. In most environments, a Key Accounts Manager actively seeks out new clients.
<u>QUALIFICATION:</u>	The ideal qualification is a Certificate/Diploma in Marketing and / or Sales Management – or similar. However, due to the unique nature of the repairs and services industry – and in particular this position - experience is of equal or greater importance than qualifications. This allows relevant successful experience to supersede the required qualifications.
<u>EXPERIENCE:</u>	At least 5 (five) years Sales and Marketing experience in a similar or related industry
<u>SKILLS:</u>	Self-motivated Extrovert individual with considerable initiative, interpersonal skills and leadership ability Strong customer relationship building skills are essential, with the ability to interface at a senior business level Prospecting Skills Negotiation Skills Self-Confidence Able to work in low bureaucratic/political environment, outside the box thinker, Product Knowledge Presentation Skills Territory Management
<u>TRAINING:</u>	Communication Skills Training (where required) Aarto Training ISO Awareness Training Legal Liability Training Ergonomics Training

This document defines your duties, responsibilities and authorities as **Key Accounts Manager** of LH Marthinusen, **Cape Town**

REPORTS TO:	Sales & Marketing Manager
OTHER SIGNIFICANT RELATIONSHIPS:	Divisional CEO Senior Management General and Workshop Managers Customers (End Users) Foremen / Chargehands

1. RESPONSIBILITIES AND AUTHORITIES:

1. Services existing accounts, obtain orders and establish new accounts by planning and organizing a daily work schedule to call on existing or potential sales outlets and other trade factors.
2. Provides historical records by maintaining records on area and customer sales.
3. Generating revenue and acquiring customers.
4. Adjusts content of sales presentations by studying the type of sales outlet or trade factor.
5. Submit orders by referring to price lists and product literature.
6. Keeps management informed by submitting activity and results reports, such as daily call reports, weekly work plans and monthly and annual territory analyses.
7. Recommend changes in products, service and policy by evaluating results and competitive developments.
8. Resolve customer complaints by investigating problems; developing solutions; preparing reports; making recommendations to management.
9. Focusing on growing and developing existing clients, together with generating new business.
10. Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; participating in professional societies.
11. Provides historical records by maintaining records on area and customer sales.

SHEQ Management (ISO 9001 and ISO 45001)

12. Responsible to familiarise yourself with the relevant requirement of the above-mentioned systems as documented in the Quality and Health and Safety manuals which includes all policies and procedures.
13. Ensure that Quality Assurance is conformed to in every aspect of your daily tasks.
14. Ensure compliance with the customer focus, customer satisfaction, and control of non-conforming products clauses of ISO 9001 (Quality Management System).
15. Ensure compliance with all policies, procedures, production operational procedures, works instructions, safe works instructions that forms part of the above-mentioned systems documentation.
16. Familiarise yourselves with relevant statutory and regulatory requirements that relates to your appointment, i.e., Transport Act, Occupational Health and Safety Act, and applicable regulations.

2. ADDITIONAL TASKS:

1. Participate in marketing events such as seminars, trade shows and telemarketing events.
2. Follow-up for collection of payment.
3. Co-ordinate shipping schedules and delivery of merchandise and services.
4. Provide on-the-job training to new sales employees.

The Company may also call upon you from time to time to assist with other tasks which might not be specified above, in which instance you would report directly to the Manager or Executive concerned.

	NAME	SIGNATURE	DATE
DIVISIONAL SALES & MARKETING MANAGER:			
DIVISIONAL HUMAN CAPITAL MANAGER:	Charmaine Hall		

SURNAME, NAME & EMPLOYEE NUMBER	SIGNATURE	DATE