

Account Manager

Work Description and Key Performance Indicators



Title:	Account Manager	Salary:	TBC
Department/Group:	Pricing Intelligence	Start Date:	ASAP
Location:	Randburg	Position Type:	Permanent

Key Performance Indicators

KPI 1	Ensure that projects are executed according to client expectation and within the agreed turnaround times
KPI 2	Manage Client Report Delivery – ensure delivered on time and understand data delivered
KPI 3	Analyse and interpret findings accurately with the inclusion of insights and recommendations that produce strategic insights to clients
KPI 4	Ensure that client briefs are translated into high quality proposals and competitive costs for all new business requests
KPI 5	Manage cost estimates and invoice process on a monthly basis with client and finance team
KPI 6	Manage existing client relationships for the Pricing Intelligence department by successfully engaging with Bmi's clients to understand their strategic business needs and research requirements.

Work Description:

Account Managers serve as the liaison between companies and their customers. Their core priority is addressing customers' needs and concerns as quickly and effectively as possible to develop and maintain strong relationships. The Account Manager is required to maintain a high standard of quality, accuracy and professionalism at all times.

The key functions of this role include:

- Operating as the lead point of contact for any and all matters specific to your accounts
- Building and maintaining strong, long-lasting customer relationships
- Overseeing customer account management, including negotiating contracts and agreements to maximize profit
- Ensuring clients receive reports within the specified deadlines
- Provide strategic and valuable insights from gathered research
- Manage the effective flow of information to both internal and external stakeholders
- 2 primary areas: key account/client management and identify new business opportunities among existing customers.

Account Manager Functions

- Grow and maintain relationships with existing clients
- Delivery of key metrics associated with specified clients
- Ensure customer plans are in line with company objectives
- Provide insights for specific client reports
- Create proposals and costing for new projects
- Present Company Credentials and reports
- Manage client contracting, invoicing requirements and renewals
- Manage client SLA's and NDA's
- Develop and maintain senior level contact with clients
- Attend regular customer meetings
- Ensure account performance is monitored and course correction plans are in place as necessary
- Analyse reporting results and recommend efficiencies and enhancements
- Provide verbal and/or written feedback to both internal and external clients on all requests
- Conduct face to face meetings - which may include occasional out of town travel
- Resolve customer queries timeously
- Communicate with customers when problems occur, which might impact delivery of reports
- Problem solve across multiple stakeholders (including internal and external clients)
- Project management new projects
- Work closely with the Report Analysts and Data Processing team

Account Manager

Work Description and Key Performance Indicators, continued

We are looking for an inspired Account Manager who demonstrates a desire to take on the challenge to manage key accounts. In addition, we are looking for a strong fit with the following experience profile.

- Business Management Degree
- Multi-functional experience in customer/trade marketing, sales within FMCG
- Knowledge of data analysis and FMCG categories

Qualifications and Education Requirements

- 5+ years' experience

Required Attributes

- Minimum 5 years working experience, preferably within the FMCG/research sector
- Client facing experience essential – customer centric
- Advanced Excel skills essential
- Must be able to handle deadlines and client pressure
- Experience working with retail and manufacturer clients preferable
- Presentation skills
- Strong business acumen required
- Data and pricing analytics experience required
- Analytical (accurate, attention to detail)
- Strong project management skills (energetic, proactive, punctual)
- Confident communication skills (articulate)
- High level of personal accountability (professional)
- Independent and creative thinking
- Strong problem-solving skills (self-directed)
- Ability to deliver results through effective team work and individual development
- Understanding of PowerBI

Approved By:	Jenni Coggin	Date:	
Last Updated By:	Cindi Collett	Date/Time:	25 April 2022