

Job Description Key Account Representative

The Key Account Representative is the Single Point of Contact for Key Accounts and reports directly to the Manager Key Accounts.

Duties

- ❑ Daily contact with Key Account customers: first point of contact;
- ❑ Building relationships with key accounts and having substantive knowledge of the customer's products and services;
- ❑ Maintaining contact between key accounts and the planning department;
- ❑ Handling correspondence, emails and telephone communication with key account customers;
- ❑ Answering customer questions and/or referring/transferring them where necessary;
- ❑ Monitoring all ongoing actions with key account customers for whom you are the SPOC;
- ❑ Providing information about services;
- ❑ Being familiar with and informed about commercial agreements and any changes relating to the key accounts;
- ❑ Fulfilling clear agreements made with key accounts;
- ❑ Optimal order processing: receipt, monitoring and completion of orders. In case of possible deviations, proactively provide a solution in consultation with Planning;
- ❑ Managing all administrative processes related to shipments, reporting and customers; fully, correctly and timely processing and monitoring administrative data in the TMS in order to achieve the (internal) KPIs and anticipating where possible;
- ❑ Confirming shipment completion in internal and external systems;
- ❑ Handling reported complaints;
- ❑ Maintaining and preparing various reports;
- ❑ Submitting improvement proposals regarding processes and customer focus/customer satisfaction;
- ❑ Cooperation with the sales department;
- ❑ Reporting special matters to the Manager Key Accounts;
- ❑ Contributing ideas and input during periodically held meetings;
- ❑ Maintaining a customer-oriented attitude (both internally and externally);
- ❑ Ensuring optimal backup coverage regarding own responsibilities during holidays and days off.

Responsibilities

The Key Account Representative is the first point of contact for a Key Account Customer and is responsible for correct and proactive communication with the key account customer, contributing to a high level of customer satisfaction. In addition, he/she is responsible for correctly accepting and registering assignments, as well as preparing reports in accordance with the customer's requirements and wishes, while taking legal regulations into account. Furthermore, he/she is responsible for the timely administrative processing of shipments in the TMS. He/she is also responsible for maintaining relationships with Key Accounts.

The Key Account Representative is responsible for monitoring the agreed KPIs and, where necessary, identifying, escalating and contributing to improvement proposals regarding deviations. Furthermore, he/she has an important information-sharing role towards the involved parties and the customer. With regard to the latter, he/she is expected to maintain a customer-oriented attitude and be aware that he/she represents KLG Europe Venlo B.V. as its business card.

Authorities

A Key Account Representative is authorized to accept and register assignments within the normal scope of activities of KLG Europe Venlo B.V.

Competencies (knowledge, skills, attitude)

- ☐ Teamwork
- ☐ Solution-oriented
- ☐ Entrepreneurship
- ☐ Accurate / precise
- ☐ Empathy
- ☐ Flexibility
- ☐ Responsibility
- ☐ Commercial awareness
- ☐ Customer and service-oriented
- ☐ Proactive
- ☐ Strong communication skills
- ☐ Assertive
- ☐ Skilled in working with various IT systems
- ☐ Stress resistant