

**JOB DESCRIPTION**

**Position:** Territory Account Manager

**Reporting Line:** Sales Manager, dotted line to the Store Manager

**Salary:** To be agreed based off experience

**Incentive:** Please refer to the Company Discretionary Incentive Scheme

**Tools:**

* Vehicle(A fully maintained company vehicle will be provided)
* Mobile phone
* Laptop

**Hours:** 8am to 5.30pm, Monday to Friday

**Position Summary:** The Territory Account Manager is charged with accountability of achieving budgeted sales targets by soliciting new business from new and existing customers while managing existing customers in the specified territory.

**Duties and Responsibilities:**

* Personally contact potential and existing customers by cold calling, generating sales leads, responding to sales inquiries to secure new and increased business accounts to meet established sales targets.
* Account Management of existing customers within the territory.
* Achieve maximum sales, growth and account conversion within the assigned territory.
* Complete and submit sales reports as required via Salesforce.
* Act as a liaison with customer service to direct inquiries regarding admin and operational or any other problems that may arise.
* Being up-to-date with any information concerning products, fluctuations in competitors and market performance.
* Displaying an attitude and behaviour reflecting **“Think Customer”** at all times.
* Prepare and present territory reviews, pipeline and forecasted sales to target.
* Maintain pipeline and manage customer contacts, data quality within Salesforce for your territory.
* Prepare, implement and execute Strategic Account Plans at both Account and Group Level and update on a Monthly and Quarterly basis.
* Responding and assisting the Sales Manager and Store Manager in responding to RFP’s on going to achieve the annual sales targets.
* Monitor all accounts within your territory at Account and Group Level and report Quarter on Quarter and Year on Year sales results.
* Implement to the back office client requirements and contract/SLA obligations.
* Build and Maintain account Relationships and customer satisfaction.
* Identify and win new business with existing Key/Enterprise account through effective new business development and account management.
* Be able to manage high revenue based opportunities commercially to meet revenue and margin growth strategies.
* Produce Territory Reviews and Pipeline Reports as set by the Sales Manager.
* Professionally handle incoming requests from customers and ensure that issues

are resolved both promptly and thoroughly.

* Provide quality service and support in a variety of areas including, but not limited

to: order capturing, placing orders, system/on line store education troubleshooting, pick, pack and deliver urgent orders, ranging/quoting of new product lines.

* Troubleshoot customer issues over the phone.
* Use CRM (Salesforce) and Operating (SAP) information systems to analyse the customer’s situation.
* Maintain a balance between company policy and customer benefits in decision

making. Handles issues in the best interest of both customer and company.

* Continuously evaluate and identify opportunities to drive process improvements

that positively impacts the customer’s experience.

* Responsible for compiling and generating reports as they relate to customer

Services and operations.

**“Out’standards**

Be willing to deliver against these outstandards on a consistent and ongoing basis:

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| **Intent** | **Looks Like – Auckland** |
| **Sales Visits A Week** | 36 + Visits A Week\* (40 + is outstanding) |
| **Plant New Seeds** | 8 + New^ Connections A Week (10 + is outstanding)  |
| **Colourful Conversations** | All visits colourful conversation framework – call notes captured in Salesforce same day in line with colourful conversation framework |
| **Double Down Day – a so called “Thirsty Thursday”** | 12 + Visits One Day Of Week Double Down Day (15 + is outstanding)  |
| **No, no, no more – a no means a yes to something else** | <5 Fix Ups A Week (1-2 is outstanding) |
| **Colourful Customer Connection 2025**  | 500 + Customers connected with in your assigned territory |

**Qualification:**

* Proven ability to develop new accounts and new business opportunities.
* Minimum 3 – 5 years of proven, successful experience in FMCG, Food Service Sales Territory Management.
* Successful experience calling on SME companies to large multinational corporates.
* Highly developed communication, presentation and interpersonal skills.
* Excellent command of the English Language.
* Ability to multi-task and work in a fast paced team environment.
* Positive and Professional attitude under pressure.
* Ability to actively listen, empathise and present to potential and current customers
* Self-motivated, with high energy and an engaging level of enthusiasm.
* Commitment to delivering and continuously improving excellence in customer service.
* Comfort and ability to meet with potential customers while developing and presenting sales presentations.

**Technical Competencies**

* Ability to Manage a Territory in all aspects whether strategic, portfolio, Account and New Business.
* Intermediate Level (Level 3) in Salesforce (CRM) or an equivalent CRM.
* Intermediate Level (Level 3) in SAP or an equivalent Operating System.
* Pipeline Management.
* Intermediate Level (Level 3) in SAAS and HAAS solution selling.
* Advanced Level (Level 4) in Microsoft Office, i.e. Powerpoint and Excel.

**Travel Requirements**

* Territory as assigned.
* Travel as required within your assigned territory.
* Attendance at Industry related trade shows and weekend events from time to time