

# Senior Account Manager

## Position Description



Position Title:	Senior Account Manager		
Reports to:	Corporate Partnership Manager		
Direct Reports:	None		
Financial Delegations:	None		
Division:	SIGNET	Dept:	Corporate
Location:	Brisbane, Sydney & Melbourne	Creation Date:	June 2018

## Company Overview

Brief summary of company:

Signet is always the best place to look for packaging, safety and cleaning supplies. As a company we are passionate about providing the best service both internally and externally, and this is a key point of difference for Signet in the marketplace. We are passionate about Operational Excellence and have set ourselves a goal to be the world's best at Direct and Database Marketing. Ultimately we will deliver to our customers an Unmatched Low Cost Customer Service Experience - Always.

Our brand promise is to be - Always in stock. Always on time. Always reliable.

Mission Statement: To be the first place industry looks for their packaging and safety supplies – always.

Group Core Values: Honour; Ownership and Commitment; Change for Strength; Diligence

## Position Overview & Organisational Requirements

### Position Summary:

The Senior Account Manager's key objectives are to maintain and grow sales and gross profit margins within an established territory of current Corporate clients through the effective use of SIGNET's Process Optimisation Program and excellent customer relationships.

### Organisational Requirements:

- All positions within the Winson Group will always support the achievement of our Mission.
- When dealing with our colleagues, customers and the community, all employees should always act in accordance with the company's stated values and behaviours, customs and practices.
- Employees are always required to comply with all relevant legislation, laws, regulations, standards, codes and the Group's policies and procedures.
- Employees are required to take reasonable care of their own health and safety and the health and safety of other people, including people working under their supervision or direction, in accordance with the Workplace Health and Safety Legislation, relevant to each state.

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# Senior Account Manager Position Description



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## Key Responsibilities

- Display behaviours consistent with the stated Winson Values

### Account Management

- Manage all Corporate accounts within specified territory, ensuring all key customer and sales areas are visited at least once each month, ensuring a high level of customer service is delivered at all times.
- Plan for all Corporate client sites to be visited at least once per month.
- Develop and maintain profitable working relationships with key personnel and ensure a thorough understanding of the business activities for all corporate customer sites.
- Ensure all key contacts are communicated with and included in each Corporate client customer contact matrix.
- Ensure all specific product training has been completed with each Corporate client sites within the specified region.

### Sales Growth Strategies

- Identify key growth prospects and develop strategies to gain new business, utilizing the Process Optimisation Program.
- Actively pursue leads and prospects, qualifying their sales potential.
- Ensure all new Corporate clients are successfully implemented into SIGNET's sales process and sound business relationships are established and maintained for all key contacts.

### Site Activities

- Participate in joint supplier visits where necessary with Lantech, Ranpak, Kimberly Clark, and Sealed Air.
- Ensure product trials are conducted where necessary and all paperwork and pipelines are completed accurately and on time.
- Seek out all key contacts for machinery, Operations, Facilities, Purchasing, & Business Analysts.

### Stock Forecasting and E-commerce

- Ensure all necessary product forecasts have been forwarded to the Corporate Partnership Manager to be implemented into the stock forecasts.
- Educate and encourage all customers, where viable, to process orders through SIGNET's website.

### Products, Systems and Quality

- Develop and maintain a comprehensive understanding of SIGNET's product range, including their

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characteristics, application and industry relevance.

- Ensure all specific product training has been completed.
- Regularly update all customer contact information within Navision.
- Work towards continuous quality improvement and contribute to the on-going development of SIGNET's quality processes.
- Ensure the correct Quality CAR procedure is followed and communicated for all product faults and issues. Photos and/or videos to be included where relevant.
- Responsible use of company provided devices i.e. mobile phones, PDA's, laptops, etc in line with company guidelines.

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## Key Competencies/Experience

### Key Competencies

- Significant experience in the application of professional practices aligned to demonstrating, promoting and selling products or services.
- Significant experience in managing multi site major clients.
- Demonstrated ability in developing action plans to grow sales and profit.
- Ability to work both autonomously and as a member of a high performing team.
- Sound interpersonal, oral and written communication skills, and the ability to negotiate, present and facilitate interaction with a broad range of people, across internal and external environments.
- Well-developed time management and administration skills, with a demonstrated attention to detail.
- Intermediate skills in utilising the MS Office suite of products and corporate ERP's

### Experience

- Three or more years' experience within the Packaging Industry.
- Two or more year's sales, account management or customer service experience with large/national customers.
- Exposure to corporate ERP's, Navision and CRM highly regarded

### Expectations – Reviewed Quarterly

- Presentations skills; including the effective use of SIGNET's Process Optimisation Program and maintaining a professional appearance at all times.
- Customer focus; including the ability to build long term relationships, understanding customer requirements and delivering on commitments 'in full and on time'.
- Time Management; including an organised call plan, always being on-time for meetings, thorough preparation for meetings and positive contribution to meetings, reliable response times.
- Enthusiasm and Commitment; including willingness to learn and share knowledge, adopt new

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technologies and practices, proactively seek new opportunities, maintain a positive and professional attitude.

- Team Work; including willingness to work closely with our Corporate Account Management team, Senior Account Managers and other key stakeholders.

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### Key Performance Indicators

- Behaviours are aligned to Winson's stated Values and Behaviours
- Meet or exceed set sales and profit budgets and additional KPI's as determined.
- Minimum number of customer visits conducted per month.
- Update all relevant customer contact information within Navision.
- Ensure all product training has been completed and signed off by each Corporate client site.
- Update all Ranpak & Lantech pipeline worksheets.
- Ensure CAR forms are completed for all customer product faults, poor performance and associated issues.
- Ensure all key machinery contacts have been identified and visited.
- Complete a regular customer visit and contact schedule with our Corporate Account Managers.

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### Qualifications

- Tertiary qualifications in business, commerce, marketing or a related discipline favorable.

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### Mandatory Criteria

- Current Australian Driver's license.

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### Specific Requirements of the Position

- Ability to attend a minimum of one national conference each year.
- Ability to work outside normal business hours, if required.
- Ability to attend weekly and monthly meetings with Corporate Partnership Manager.
- Ability to travel interstate, if required.

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### Key Stakeholders

#### Internal

- National Business Development Manager
- Corporate Account Representatives
- CAR Team

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- Head of Corporate Business
- Manufacturing Managers and personnel
- Procurement Department

**External**

- Customers
- Suppliers
- Industry Alliances

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## Authorisation

Please sign to confirm that this Position Description has been discussed by both parties.

Employee Name & Signature	_____	Date	_____
Manager Name & Signature	_____	Date	_____

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