

Job Description / Position Specification

Title: Account Manager

Geography: Czech	Department: Regional sales
<p>Responsibilities:</p> <ul style="list-style-type: none"> • We are looking for our next Outside Sales Specialist with an interest in driving customer relationships and engaging in sales activities; this is a dedicated sales role which will serve our customers through physical visits as well as calls. This role is focused entirely on aftermarket products. • Outside sales is responsible for managing Priority & Strategic accounts, including developing and maintaining customer relationships via physical visits <p>Specific tasks</p> <p>For allocated 'Priority' / 'Strategic' accounts</p> <ul style="list-style-type: none"> • Proactively reaches out to the customer for relationship building, sales plays, or follow ups to ensure a strong tie with the customer • Works collaboratively with Inside Sales and Account Management Teams to execute sales plays and other sales activities related to the specific named account(s) • Works with commercial operations team to ensure timely and accurate order processing and delivery • Serves as the primary point of contact for customers regarding all aftermarket sales requests, including negotiating pricing and contracts • Advocates for the customer within the organization, ensuring their needs are understood and addressed • Drives proactive selling activities of complex aftermarket products, such as service contracts, complex upgrades, and consulting/digital services <p>General</p> <ul style="list-style-type: none"> • Develop and maintain customer contact and networks through physical visits and virtual engagement (at times leveraging digital tools to engage customers). • Represent and promote all shot blasting brands/technologies equally according to customer installations and their aftermarket needs • Gather market intelligence on customers, competitors, and product requirements. • Proactively and continuously identify opportunities for sales and process improvements, and drive changes. • Execute marketing campaigns and sales plays distributed via regional heads • Possess advanced shot blasting product knowledge and advise customers on complex technical questions, with the ability to seek assistance from tech support • Ensure coordination within Norican business to achieve timely and accurate support for customer needs and requests • Prepare and present regular account sales reviews, forecasts, and other management reports • Update CRM and other IT systems as required to reflect customer contacts • Own your own professional development by seeking feedback from your supervisor and striving for continual improvement 	

- Proactively analyze and draw insights from sales tools to understand customer needs and convert them into sales success
- Proactively gather and maintain relevant business intelligence on accounts and enter it into relevant CRM or other systems in a structured form

KPI's:

- mEUR of sales into your customer portfolio
- Growth in our share of wallet across your customer portfolio
- Outbound visits & calls to accounts listed in your account portfolio
- Conversion of said calls and contact points to bookings
- Quotes and bookings from sales plays
- Orders, Sales and Gross Margin of allocated Priority and Strategic Accounts
- Customer NPS, On-Time Delivery of allocated Accounts
- Number and value of Claims

Place in Organization:

- Aftermarket EU Sales

Reporting lines & substitute:

- Direct reporting to Aftermarket Europe sub-regional (sales) head

Personal Characteristics:

- Customer-focused and solution-oriented
- Aim to become trusted contact partner of choice for customer
- Results-driven with sales 'hunter' mentality
- Strong communication skills - verbal, presentation and written skills
- Strong sales & negotiation skills
- Strategic thinking and ability to identify opportunities for growth
- Account management skills including relationship building
- Familiarity and mastery over digital engagement tools (e.g., Teams calls, Zoom) to be able to run some sales calls digitally
- Willingness to learn and continually improve
- Willingness and ability to travel within your region to visit customers
- Speaks Czech and English
- Past sales experience required
- Knowledge of shot blast industry & setup
- Knowledge of Norican product portfolio preferred