

## Key Accounts Manager - Freight National Accounts

Job Title	Key Accounts Manager		
Division	SMSA Freight Division		
Department	Freight Sales Department		
Section	Freight National Accounts		
Location	Head Office	Direct Reports	
Reports To	Department Manager	Version Number	1
External Relations		Guide Number	7180
Internal Relations		Job Code	

### Basic Function

Handling all out management on the SFD corporate level clients, and support SFD sales team, motivate the group to achieve revenue targets, initiate the process to increase revenue and clientele base, create the strategies on how to get new clients, promote the good atmospheres that will retain existing clients, and will held responsible to ensure collections are maintained within company standard. Fully understand, drive and promote SMSA vision, culture and values.

### KEY Responsibilities

#### General

- Administer the SFD sales team through having debriefs, regular updates, support in achieving quotations when needed for both prospects and existing customers, develop the sales strategies and processes, provides the assistance in resolving customers conflicts internally and externally, ensure training & sales empowerment requirements are met.
- Determine the opportunities of obtaining revenue and shipment targets, ensures quality performance results and giving directions to the sales team to drive more revenue generating businesses
- Manage the corporate level businesses.
- Prepares and comply with the deadlines for KPIs and Goal Setting appraisals and reporting including daily, weekly and monthly reports for the Department Head.
- Responsible for the key clients sufficient prospects to support achieving the revenue targets and key accounts KPIs in terms of customer base and existing customers development
- Manage customer's issues and inquiries, coordinate with other departments, and ensure timely response is provided, high customer satisfaction level is achieved and existing customers are retained.
- Monitors market condition and competition activities, report to SFD Manager regarding the changes in the market and execute agreed actions.
- Promote the existing and new services of SMSA and provides the necessary support to the department in launching services, executing marketing campaigns and surveys.
- Provides the primary support for credit control to achieve collection targets, solving customer payments issues while taking necessary actions in suspending and reactivating credit facility when needed
- Develop sales presentations, create sales agreements and coordinate pricing with the agents, finance, etc.

## EHS

- Participates in the emergency response plan development and in conducting emergency drills
- Actively participates in the development and implementation of EHS objectives & programs, and lead EHS audits/Inspection. Take a major role in incident reporting and investigation
- Coordinate and participate in the departmental EHS system activities including hazard identification ,safety awareness and procedures implementation

## Business Continuity

- Ensuring that the BC plan (or plans) adequately delivers the organization's BC capability and meets the BC requirements.
- Communicating the implications of departmental changes that may impact the BCMS.
- Collecting information for and completing the BIA.
- Identifying and acknowledging supply chain priorities.
- Developing, implementing, and maintaining departmental procedures on behalf of the plan owner.
- Conducting and participating in exercises.
- Maintaining the departmental BC documentation. Liaising with the BC managers.
- Developing, coordinating, and facilitating the BCMS. This includes developing analysis and BC plan templates.
- Facilitating and coordinating the BIA, risk and threat assessment (related to prioritised activities), strategy and solutions planning, BC plans and testing throughout the organization.
- Ensuring maintenance of the BCMS on a periodic basis as well as whenever it is appropriate.
- The effective use of resources and procedures within the BCMS, such as systems, tools, and response and recovery procedures.
- Making recommendations, removing roadblocks, and reporting to top management

Competencies - Professional and Technical	
Behavioral Competencie	
Communication	Level 2
Decision Making	Level 3
Networking/Relationship building	Level 3
Team Leadership	Level 3
Teamwork	Level 2
Technical Competencie	
Handling Customer Complaint Knowledge	Intermediate
MS Office (Excel, Word, PowerPoint, Visio, Outlook) Knowledge	Advanced

Competencies – EHS
<p>Knowledge of basic environment health and safety requirements</p> <p>EHS corporate objectives awareness</p> <p>Awareness of EHS requirements in the QEHS management systems</p> <p>Have attended EHS awareness training (if applicable)</p> <p>Awareness of Environment Health Safety incident reporting</p>

Organizational Competencies
Intermediate
<i>*Refer the Organizational Competencies Dictionary in GUIDE (Doc# 6244)</i>

Decision Making

Key Performance Indicators (KPIs)
Abide by the goal setting forms (Individual KPI'S) of the current financial year

Qualification : Education and Experience
<p>Bachelor's Degree (Preferred specialization in their field of work).( Those in finance/ accounting jobs must be a CPA or equivalent.),. At least five (5) years of relevant work experience, 2 years of which should be in managerial capacity, preferably in the same industry.</p> <p style="text-align: center;">or</p> <p>Diploma, certificate courses with over 8 years industry experience of which at least 2 years has been in management position</p> <p style="text-align: center;">or</p> <p>Diploma, certificate courses with over 10 years industry experience of which at least 4 years has been in Supervisory position</p> <p>*Note: Industry Experience wherever its applicable</p>

Date Of Release

Prepared By:	Reviewed by:	Approved by:	Endorsed by:
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<b>Updated by:</b>	<b>Date:</b>	<b>Approved by:</b>	<b>Date:</b>

<b>Employee Name:</b>

I hereby confirm my utmost commitment in fulfilling all the requirements including above and any amendment to this document.  
Management reserves the right to amend the Job description at any time without prior notice.

<b>Signature:</b>	<b>Date:</b>