



## **Job Title – Senior Account Manager**

**Salary Band:** Competitive salary for the right candidate

**Location:** Ridderkerk, the Netherlands

**Duration:** Permanent

**Hours:** Commensurate with the role is the recognition that hours of work be appropriate to meet the needs of the organisation

**Line Manager:** Head of Sales

**Direct Reports:** 0

**Interview Process:** 3 Stage Interview process that may involve video link

## **Scope of Role**

The Senior Account Manager will manage all customer liaison and communication to ensure best in class account management in keeping with the goals of the business and our target to be the Best Produce Business in The World. Through the formulation and implementation of strategic growth plans, the Senior Account Manager will help deliver business growth to meet targets of the Group.

## **Responsibilities**

- Set strategic growth plans with the Head of Sales (Europe) to meet the Group revenue targets
- Ensure the agreed Group Targets are kept in mind in all areas of day to day business to maintain personal and team goals to achieve these targets as measured as part of the Weekly “WIG” meetings
- Work closely with the Procurement Team to ensure that the season for all commodities is adequately planned and where appropriate customers are kept informed of all changes to the supply plan where this may impact the customer
- Feedback to the Commercial team relevant market conditions in the region to ensure that the sales strategy matches the market and that decisions are made to maximise the value in the global market
- Maintain and develop appropriate and effective communication to the customer to ensure best in class account management, which includes but is not limited to; managing claims and rejections, keeping the customer updated on market conditions and any local challenges which may affect supply, monitoring credit position and flagging well ahead of time when this may impact ability to supply
- Treat the customer as a partner and acknowledge their need for communication and information by providing excellent customer management.
- Understand their business requirements by actively listening to the customer and responding to their requests in a timely manner. From this, create specifications for strategic development and co-ordinate projects to achieve objectives
- Work in conjunction with the relevant Technical Team members to ensure all required certificates are on file which may be required by customers as a pre-requisite to supply, and proactively manage communication with the customer to ensure any changes in the supply base are covered by all certifications

- Continually identify opportunities to expand sales within the territory and communicate regularly with the Commercial Director to ensure these opportunities are assessed at a Group level
- Continually review existing brands in the market place to identify any opportunities to build the Jupiter brand portfolio across the territory or adjust packaging designs to meet local consumer demand

### Requirements

- Has a proven track record of working at senior level and is able to demonstrate experience and knowledge
- 3+ years' experience managing Fresh Produce sales to European Retail customers
- Understanding of logistics in fresh produce within the Global market
- Ability to recognise and respond to changing business needs
- Excellent financial awareness and commercial acumen
- Ability to work under pressure and to tight deadlines
- A team contributor across the company beyond own area boundaries
- Creates opportunities, overcomes obstacles and thinks outside of the box
- Adaptability to cope with the needs of a rapidly growing environment across multiple countries
- Analytical thinker capable of dealing with complexity and handling multiple tasks
- This role requires a high degree of personal motivation and resilience
- Preferred but not essential, fluency in the German language
- Administrative and computer skills
- Competence in Microsoft Office products

### Who we are

Jupiter Group are one of fastest growing and exciting businesses within the fresh produce industry. The company have customers and suppliers across the world with ambitious plans for growth.

Privately owned with continually strong financial performance Jupiter Europe are looking for a Senior Account Manager to join the company.

Based at our European Office in Ridderkirk, The Netherlands, this position will be responsible for the day to day management of strategic retail accounts.

Growing product in four continents, the company have invested in growing partnerships which lead the world as a supply chain model within fresh produce.

The company are continually investing in leading technology and are working with great success towards a totally paperless working environment.

A positive company culture and values are extremely important and must be upheld by any applicant.

As a fast paced international business who are continually growing and developing, we nurture a culture of self-motivated, hardworking and honest individuals.

We have clear company values that we encourage our people to live by. It is important that applicants can uphold these values.

- **Integrity** - act with good character, ethics and morals
- **Respect and patience** - be tolerant, good natured and understanding
- **To help others** - make a difference to others lives in a positive way

- **Work hard and enjoy life** - contribute and enjoy your role
- **Recognise success** - when praise is due say 'well done'
- **Continual improvement** - always strive to do a better job
- **Trust** - build your relationships on trust
- **Openness** - talk straight, communicate well, and be open to new ideas

**Benefits:**

- 26 days holidays
- Performance Related Pay Incentive Scheme
- Role relevant training
- Franklin Covey training
- Informative staff app with localised benefits

**NOTICE:** please refer to the **Data Privacy Statement** on our website footer at [www.jupitermarketingltd.com](http://www.jupitermarketingltd.com) to access information on how we will process, store and delete your personal data should you apply for a position within the Jupiter Group.

**PLEASE NOTE:** We request two reference contacts with your application for this role. If you do not wish for referees to be contacted prior to a job being offered, you must clearly indicate this within your application.