



Job Title – Account Manager

Date: 22/03/2021

Salary Band: Competitive salary

Location: Newport, Shropshire or Ridderkerk, The Netherlands

Duration: Permanent

Hours: 8am – 5pm Monday - Friday

Line Manager: Head of European Sales

Direct Reports: n/a

Interview Process: CV and cover letter application, telephone screen, face to face interview stage

Scope of role

Reporting to the Head of European Sales, the Account Manager will be responsible for day-to-day management of Retail customers across the UK and Europe.

The Account Manager will handle 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 Account Manager will help deliver business growth to meet targets of the Group.

Responsibilities

- 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 customer business requirements by actively listening to them and responding to their requests in a timely manner. From this, create specifications for strategic development and co-ordinate projects to achieve objectives
- Develop products and ranges within accordance to the customers' needs and implement successfully within the required timescales
- 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 Sales Director to ensure these opportunities are assessed at a Group level
- Continually review existing brands in the marketplace to identify any opportunities to build the Jupiter brand portfolio across the territory or adjust packaging designs to meet local consumer demand

Requirements

- >3 Years' experience managing customers in the fresh produce retail sector
- Understanding of logistics in fresh produce within the Global market
- Experience of working in virtual teams and working with multi-disciplinary teams
- Proactive, solution provider and problem solver
- Ability to work under pressure to strict timelines
- Ability to adapt to and comply with internal and external business process
- Administrative and computer skills
- Analytical thinker capable of dealing with complexity and handling multiple tasks.
- 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 Group are looking for an Account Manager to join the company.

Based at our Head Office in Newport, Shropshire, UK or our European office in Ridderkerk, The Netherlands, this position will be a member of the International Sales team and will be responsible for the day-to-day management of our Retail customers.

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
- **Trust** - build your relationships on trust
- **Openness** - talk straight, communicate well, and be open to new ideas
- **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

Benefits

- Holiday entitlement specific to home country
- Performance Related Pay Incentive Scheme
- Pension
- Role relevant training
- Franklin Covey training
- Relaxed Dress Code
- Relaxed Multi Cultural environment
- Informative staff app with localised benefits

NOTICE: please refer to the **Data Privacy Statement** on our website footer at 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.