
JOB TITLE: Key Account Representative
DEPARTMENT: Sales
DIVISION/LOCATION: 1780 office location
REPORTS TO: National Account Manager
SUPERVISION/DIRECT REPORTS: No direct reports

ROLE:

The Key Accounts Representative is responsible for and assists the Account Manager in the daily tasks of retail account management. They are the face of Neal Mast to our retail partners and must be knowledgeable and proficient in the categories we supply. The role encompasses, but is not limited to; buyer and store interaction, order adjustments and product flow analysis, managing customer specific sku files, working with our internal distribution and merchandising team to be efficient and timely in shipping, credit management, post season analysis and pre-season planning.

RESPONSIBILITIES:

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- Sending weekly availabilities and making store order adjustments.
 - Analyzing sales reports to determine product allocation.
 - Communicating with in-store merchandising associates regarding flow and delivery.
 - Building strong relationships with store associates.
 - Managing store claim and credit policies, issuing credits if necessary.
 - All item creation and maintenance and all customer item/SKU files.
 - Post season analysis and corrections, along with future event planning.
 - Preparation of customer specific reporting and presentations.
 - Attending buyer meetings in a support function.
 - Internal communication regarding customer specific needs.
 - Assist National Account Manager with product specifications.

REQUIREMENTS:

Hours/Days: Salaried position based on a 45-hour week, willing to work additional hours as needed during seasonal peaks or for business travel.

Education: Bachelors' degree in business management, public relations, communications or related field –or– advanced management/leadership training in a retail environment or any combination of education and work experience resulting in the necessary skills and abilities for the position.

Experience: Background in analysis and account management. Previous experience with a National Retailer would be advantageous. 5+ years of industry experience in account management or a support function role.

Abilities/Strengths: Excellent organizational skills, an in-depth knowledge of the retail environment and product knowledge along with a working competency in Microsoft Office applications, and strong written/verbal communication skills.

Work Environment: The majority of the workday will be at a desk in a typical office setting.

Vision and Hearing Requirements: Able to listen/speak on the telephone and spend long periods of time at a computer screen.

Physical Requirements: Must be able and available to travel to attend occasional retail events that may require some light lifting (20 lbs or less) and assist with pushing of heavy plant carts. Must be able to work outside at these events as required in various weather conditions.