



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 National Account Manager in the daily tasks of managing a large, big box retail account. They must be knowledgeable and proficient in the live goods categories we supply. The role encompasses, but is not limited to-

- Order adjustments and product flow analysis.
- Managing customer specific sku files.
- Buyer and store interaction, working with our internal distribution team and in-store merchandising team to be efficient and timely in shipping.
- Management of credits/issues.
- 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, logistics, 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, fulfillment and account management. Previous experience with a National Retailer would be preferred and 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. Working competency in Microsoft Office applications with a high competency in Excel. Strong written/verbal communication skills. Approachable and able to work comfortably with people at all levels of the organization.

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

Physical, Vision and Hearing Requirements: Able to listen/speak on the telephone and spend long periods of time at a computer screen. Must be able and available to travel to attend occasional retail events that may require some light lifting (20 lbs or less). Must be able to work outside at these events as required in various weather conditions.