



## JOB DESCRIPTION

---

### KEY ACCOUNT MANAGER

**Reports To:** Vice President Sales, ANZ

**Direct Reports:** None

#### PRIMARY FUNCTIONS

- Establishing a long-term customer and partner portfolio for CHG-MERIDIAN's target customers in the sales region assigned to the Key Account Manager (KAM). This includes, in particular:
  - effectively positioning CHG-MERIDIAN in the market as a full-service leasing provider
  - expanding market share and the customer portfolio
- Maintaining a balance between customer satisfaction, long-term customer relationships, and rate-of-return targets.
- As part of the objectives mentioned above, the KAM must implement the short, medium, and long-term objectives defined by the management (Board of Management, SD (E)VPS, RMS).
- As a sales employee, the KAM is the direct point of contact for customers and he/she represents and positions CHG-MERIDIAN and its values, products, and services in the market.
- Acquiring new customers, establishing and expanding the customer base, and focusing on target customers in line with customer segmentation i.e. key accounts and classic accounts (potential customers).
- Signing up new partners, establishing and expanding the partner structures in collaboration with regional service management, and maintaining partner relationships in order to foster long-term alliances.
- Making a profitable contribution to the development and success of the company through new and existing customers.
- Deals negotiated should involve the largest possible volume of lease originations and CHG-MERIDIAN's rate-of-return targets must be met as a minimum.

#### KEY ACCOUNTABILITIES

- Establishing and further expanding methods and expertise in sales, aftersales, and finance strategies.
- Coaching and/or mentoring junior colleagues and passing on sales experience and methodological skills.
- Closing financially beneficial deals that contribute to a balanced customer portfolio.
- Monitoring the market environment in a structured manner and systematically building up networks and knowledge of the market.
- Identifying potential for business and comprehensively developing the target market in accordance with the company's strategy.

- Using the company's sales methods to develop existing customers (such as ADP) and winning new ones.
- Acquiring detailed knowledge of all CHG-MERIDIAN products and services, and of the structure and remit of each department.
- Being responsible for formulating customer-specific solutions and customized business concepts.
- Generating individual offers and costings that take the policy, tool, and workflow specifications into account.
- Maintaining all information and documentation relating to the customer and the deal in CHG MERIDIAN's internal document management system (DMS). This includes projects, quotations and contracts, feedback on customer meetings, and written correspondence with customers and/or partners.
- Meeting individual targets.

## **KEY RELATIONSHIPS**

- Finance
- Operations