

ACCOUNT MANAGER

Role Profile Details	
Job Title	Account Manager
Reporting to	Customer Director
Department	Commercial
Location	Alconbury (may be required to travel to other locations based on business needs).
Hours	Mon- Fri 8am- 5pm (40 hours)
About AM FRESH	
<p>Here at AM Fresh UK, it is our mission to deliver the freshest and healthiest of Grape and Citrus varieties to our customers and consumers. Based in the village of Alconbury, 5 miles outside of Huntingdon, AM Fresh UK continues to grow year on and year and can offer a wealth of career and development opportunities at one of the area's largest employers. From operational based roles in Warehouse and Production, to office-based opportunities in a variety of departments such as Finance, Commercial, Technical, HR and more.</p>	
Purpose of the role	
<p>Management of customer accounts through effective communication, ensuring delivery against SLA's and AM Fresh standards. Ensuring long term positive relationships are built and maintained.</p>	
Critical Success Factors	
<ul style="list-style-type: none"> • Evidence of managing and delivering customer expectations efficiently • Effective team management and communication skills • Communicate customer requirements effectively and cross functionally • Deliver the company budgets including sales and margin • Demonstrate the ability to work cross functionally within a team 	
Key Result Areas	
Stakeholders and Customers	<ul style="list-style-type: none"> • Work in collaboration with all AM Fresh departments to ensure effective implementation and delivery of the budget • Communicate daily with customers • Work with HR team to promote development and address people relations • Liaise with external service providers, including wider customer teams
Team Management	<ul style="list-style-type: none"> • Working with all levels across the company
Key Performance Indicators ("KPI's")	<ul style="list-style-type: none"> • Accountability for the provision of KPI measures (sales, margin and service). • Ensure that the AMF site meets its requirements towards the customer targets and KPI's with periodic review and development of activities that support the retailer strategies. • Accurate forecasting of customer demand



Core Business Responsibilities

Customer Communication

- Daily contact with the customers including the buyer/product developer/technologist and Supply Chain Manager
- Building and managing the implementation of annual and longer term customer plans
- Responding to all ad-hoc requests from customers
- Manage customer and grower visits to AM Fresh
- Take the lead on any customer project management activity
- Positive feedback from customer

Sales Forecasting

- Deliver the sales margin budget in conjunction with other senior managers
- Setting and communicating weekly and monthly sales forecasts
- Advise Directors on commercial activity based on development within the market place in order to foresee future requirements and assign suitable resource to respond effectively
- Communicating changes which take place to the product range, daily orders and pricing and product details

Range Presentations and launching new products

- Responsible for overseeing range presentations via the NPD process
- Agree prices for product launches

Problem Solving

- Resolving daily issues which may affect our service level to the customer

Working in collaboration with other AM Fresh departments

- Working in collaboration with the Category Insight Manager to provide up to date data
- Work in collaboration with NPD department developing new products
- Working with the procurement team to identify new opportunities and cost future products
- Working alongside the technical team to develop and launch new varieties
- Effectively communicate with the packaging and planning team to ensure forecasts are up to date and accurate
- Work in collaboration with the operations team to ensure adherence to product costings and customer specification

Managing Peaks

- Preparing and implementing peak planning for Christmas and Seasonal Peaks



Person Specification

Skills and Experience	<ul style="list-style-type: none"> • Relevant FMCG experience • IT Literate – High level of IT literacy with extensive working knowledge of Microsoft Office Word, Excel, PowerPoint • Excellent planning and organisational skills • Ability to analyse sales/ forecasts/ budgets etc
Qualifications	<ul style="list-style-type: none"> • Commercial management experience (1-3 years) • Full driving licence (essential) • Food Safety/ Manufacturing/ Production qualifications would be highly desirable
Attributes	<ul style="list-style-type: none"> • Conveys credibility, confidence and gravitas • Ability to work in partnership with the business at all levels • A results driven attitude, combined with the ability to motivate and develop others • Able to make pragmatic and commercial decisions to support the business strategy • Professional in appearance, conduct, language and manner • High attention to detail, with strong organisational skills • Problem solving and analysis abilities • Good cultural fit against company values • Tenacity and resilience • Flexibility approach to work • Demonstrates team player

You may be required to work in any area of the Company where work exists for which you possess the necessary skills and/or be prepared to undergo training/train others as required by the Company.

This job description should be taken as a general guide and the Company reserve the right to update and amend it in keeping with operational requirements, which may change from time to time.

I have read, understood and received a copy of this job description.

Signed: Date:

Name (Print):

