

Position Title:	Key Account Manager
Reporting To:	Sales Manager
Position Type:	Full-Time Salary
Start Date:	ASAP

We are looking for an experienced Key Account Manager with clean technology and/or renewable energy expertise. Someone who is energetic, can chart new territory and is eager to contribute to delivering planet positive solutions.

The Key Account Manager is an important member of our growing team. In this role, you will be working closely with our Business Development & Marketing and Consulting Teams.

Responsibilities include but are not limited to:

- Build mutually beneficial and lasting relationships with clients.
- Plan for the medium to long-term needs of our clients through face-to-face selling of services and solutions across all of our lines of business in varied sectors, including energy, agriculture and forestry.
- Develop medium to long-range sales plans and prepare strategies to protect, grow and diversify relationships.
- Identify and manage interactions with clients to assist in delivering cross/up and repeat sales opportunities.
- Resolve problems to ensure our clients receive the highest quality of customer service.
- Help develop client retention and growth plans and strategies for developing profitable business.
- Review and report on client retention, business opportunities and market trends.
- Monitor market and customer needs to determine the focus of sales efforts to meet sales targets.
- Review operational records and reports to project sales and determine profitability.
- Confer with marketing and provide salient content for online marketing as needed.
- Help prepare budgets and approve budget expenditures.
- Represent company at trade events, exhibitions and meetings to promote products and build agent/dealer network.
- Manage ever-improving excellent customer and personal services. This includes needs assessment, meeting quality standards for services, evaluation of customer satisfaction and new brand building.
- Direct clerical staff to keep records of export correspondence, bid requests and credit collections, and to maintain current information on regulations, incentives, licenses and restrictions.
- Resolve customer complaints regarding sales and service.
- Assess the marketing potential of new and existing markets, considering statistics and expenditures

Required minimum education and experience:

- Post secondary education.
- Minimum 8 years key account management experience.

Competencies:

- Working collaboratively as part of a team
- Ability to work independently with minimal supervision
- Excellent communication skills
- Inspires others to meet a common goal
- Ability to excel in a dynamic and agile work environment

What does success look like in this role?

- You have identified areas for improvement and have developed long lasting profitable client relationships.
- You have started building areas for cross-segment opportunities.
- Our clients are happy and want more!

Additional Information:

- Travel to client sites, tradeshow and events required.

About you:

You are a trail blazer and a natural leader. You are comfortable with ambiguity and building scalable business segments. You are analytical and you get things done. You enjoy collaborating with others and communicate effectively. You are a critical thinker who can get things done in the immediate term while planning for the future. You are passionate about being part of a team transforming the reality of our environment.

About us:

We have a unique culture based on embracing our values. We are a team, which means "we" comes before "me". We are service driven; we are here to serve our team, the community and the environment. We honour outcomes over best intentions, even when the outcome is not 100% perfect. We are nimble, and we embrace change. We say what needs to be said, which isn't always easy, but our doors and ears are open. We get stuff done, and we have fun doing it!