



Job Title	Key Account Manager
Company Division/ Department	Coastal/ Inland
Reporting Line	Regional Commercial Director
Direct Reports	n/a

Purpose (Summary of the role)

The purpose of this role is to build and manage commercial relationship with clients in both the private and public sector. Proactively engaging clients to maintain quality revenue targets within existing client base, whilst identifying further new business opportunities.

Minimum Requirements (What we need from you)

Experience & Qualifications:

- 10 years' sales experience in a similar environment
- Highly competent with Microsoft Office and cloud-based tools.
- Must have a deep understanding of Fire Detection/ Gas Suppression/ Audio Evacuation system/ Enterprise Access Control / Enterprise Video Surveillance / 4IR Technologies and IoT
- Experience in using and updating Sales Management Tool (CRM)
- Numeracy and accuracy in reporting
- Clear verbal and written communication
- Experience in client relations.
- Self-starter and ability to manage time efficiently.
- Ability to prepare complex and professional proposals and presentations.
- Ability to pitch our Company and Product Sets within the Mining, Higher Education and Telecoms verticals.
- Able to do formal tenders and bids including compiling mandatory documents, completing bid documents and returnable schedules.
- Must be prepared to travel.

Skills & Attitude:

- Strong client relations and coordination skills
- Target driven and high-performance Team Player
- Driven, motivated and energetic
- Problem solver and ability to take initiative
- Willingness to do interprovincial travel
- Analytical thinking
- Excellent attention to detail
- Excellent communication skills
- Excellent computer literacy
- High level of integrity
- Customer focus and responsiveness

Duties & Responsibilities (What you would be required to do)

- Monitoring the day-to-day commercial performance of each account within a portfolio and updating on CRM Tool.
- Regularly liaising with existing clients to identify new business opportunities.
- Identifying new clients to extend our existing services
- Prepare quotations
- Develop and submit winning proposals
- Progressively manage opportunity pipelines, closing all possible opportunities to achieve a Gross Profit result in line with monthly and quarterly targets
- Ensure all clients understand the services on offer from FS Systems and the Group
- Upkeep of the sales engagements on CRM Tool
- Manage the roll-out of all new contracts and services
- Provide industry leading reports to clients
- Provide detailed information and reports to the Executive Team.
- Analyse, produce and present weekly and monthly reports.
- Liaise with team members for additional information to ensure excellent customer service
- Manage numerous customer projects – simultaneously.
- Advise on changes and trends in the marketplace and activities of competitors
- Adhere to FS Systems project methodology as it pertains to Key Account Management. Develop and maintain a robust pipeline, ensuring adequate coverage in terms of value, volume and velocity. Grow and ensure a healthy pipeline and ensure sufficient cover (Value, Volume and Velocity)

Key Performance Indicators (KPIs)

- Revenue preservation and customer retention
- Grow revenue with existing clients.
- Accurate record keeping
- 100% utilization of CRM tool for driving sales and reporting.
- Meet & exceed revenue GP targets.
- Successful liaison with both clients and suppliers

- Deep technical understanding of FS Systems Technologies
- Deep understanding of all FS Systems marketing tools and the ability to present our solutions with confidence.
- Actively search for opportunities within specific verticals.
- Develop and maintain a robust pipeline, ensuring adequate coverage in terms of value, volume and velocity. Build strong relationships with OEM's and undergo regular training.
- Cross-sell within existing accounts to implement all FS Systems technologies.

Line Manager:	Name & Surname:	Signature:
Employee:	Name & Surname:	Signature
Date:		