



# JOB POSTING

Title:	Key Account Manager
Status:	Full Time
Location:	Kohl & Frisch Limited (Concord, ON)
Reports to:	Vice President, Key Accounts
Department	Key Accounts

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## Primary Role of this Position

The Manager of Key Accounts is responsible for the overall ownership and accountability of the day-to-day relationship with their designated client(s). This includes contract management, promotional activity and issues management. He/she is aware of all activities that contribute to client satisfaction. The overall goal is to build a positive relationship with key contacts in head office/regional offices, to meet or exceed elements in the contract, to ask for more business and to be confident that the contract will be renewed in the future. It is equally important to balance client needs with the interests of Kohl & Frisch for cost effective service delivery and continuous improvement initiatives.

## Major Responsibilities

- + *Customer Facing Activities*; client site visits (as required) and ongoing conference calls with the client to build a positive and professional relationship bond.
- + Oversee the overall client expectation is key, in terms of reasonable delivery schedules and promotional activity
- + Coordinate with the Sales team in the field, who play an important role in face-to-face visits
- + Manage initiatives within the current fiscal year and planning into the next fiscal year. Three areas of focus will be important: Revenue Generation, Value Added Service and Process re-engineering
- + Ensure coverage on all open financial risk items with customers.
- + Manage every element within the current contract via scorecard, Client Scorecard may consist of the following measures:
  - Overall Client Satisfaction
  - Sales Revenue based on year-over-year growth & annual targets
  - Promotional Program Performance
  - Fill Rates, Shortages, Overages, and Returns as a percentage of orders fulfilled.
  - Issues Management: Work internally to have issues resolved in a timely basis through the proper K&F channels. Root cause analysis to improve automation or overall processes.
  - Revenue Growth
- + Act as the corporate advocate for their customer
- + Chair weekly issues management meetings to resolve operations issues (complaints) interdepartmentally

- + Chair monthly project meetings to tackle business process improvements, automation and technology enablers to improve the customer experience

### Education & Experience

- + A college or university education: Business Administration, Marketing
- + A minimum of 3 to 5 years in a management role, managing commercial or corporate client relationships
- + A process engineering background, with demonstrated achievements in managing significant change to improve the customer experience
- + Experience in managing direct reports

### Qualifications

- + Leadership skills, experience at managing the performance of others, coaching and development skills
- + Strong customer service orientation, an advocacy approach and strategic thinking to enhance the customer experience both today and in the future
- + Communication and presentation skills, ability to share information and to influence positive outcomes
- + Conflict resolution and negotiation skills
- + Analytical thinking, problem solving and process engineering skills at a management level. Process mapping and workflow experience would be an asset
- + Achievement orientation, capacity for work, ability to work under pressure, flexibility to work extra hours to meet deadlines
- + Professional appearance and polished style appropriate for national client relationships
- + Solid priority management and time management skills
- + PC skills (Microsoft word, excel, PowerPoint)

**Interested candidates can send their CV to Frances Vaianisi at [fvaianisi@kohlandfrisch.com](mailto:fvaianisi@kohlandfrisch.com) in Human Resources quoting the role they are applying for in the subject line.  
Only those selected for an interview will be contacted**