



Key Account Manager

Location: Delta, BC

TransCold Distribution is the premier wholesale supplier and distributor of ice cream and frozen goods throughout Western Canada and the United States. Headquartered on Annacis Island, Delta, BC, we have 14 locations and 240+ employees. TransCold provides exclusive access to the most recognized and popular brands in the world with industry-best product variety and customer service. We deliver to Major Grocery, Drug, Gas & Convenience, chain retailers, and independent retailers across Western North American markets through Direct to Store Delivery (DSD) and Warehouse Fulfillment, and provide services for mobile vendors, corporate events, and third-party logistics (3PL) customers.

The Role:

As a Key Account Manager, you will report directly into the Director of Sales. You will be responsible for achieving planned profit and sales goals for existing and new products/brands within your assigned account group. You will focus on maximizing volume with existing key accounts by developing business relationships with your customers in order to grow current business. As a Key Account Manager, you will put forth ongoing efforts to develop new accounts, drive business and continually build responsible and profitable sales volume.

Key Duties & Responsibilities:

- Maximizes sales results by applying effective sales/marketing strategies, effectively negotiating trade promotions, and demonstrating effective budget management.
- Leads and participates in the development of the company's annual sales planning process.
- Manages the total customer interface ensuring on-going development and profitable growth.
- Utilizes/manages trade spending to support TransCold's overall objectives and strategies within agreed parameters.
- Formulates plans to obtain agreed listings, retail pricing, distribution, shelf positioning and retail inventory levels.
- Evaluates customer tactics, plan implementation & recommendations to improve for the future.
- Grows level of customer satisfaction, maintains win/win business relationship, and ensures effective communication with all key buying influences.
- Responsible for problem solving operational or exceptional issues with customers.
- Responsible for forecasting and managing to individual budget.
- Collaboratively develop with customer a strategic plan (price/package) that generates desired results for both the customer and TransCold.
- Conducts post promotional analysis measuring the success levels of promotions making any necessary changes.
- Sell-in and implements promotional strategies for the introduction of new brands and packages.
- Travels to meet with Key Accounts on a regular basis.

- Be a key account strategic partner and advisor to assigned accounts.
- Provides excellent customer service, addressing customer issues and delivering on strategic customer portfolios within our portfolio of key accounts.
- Coordinates with other departments in order to meet customer's expectations.
- Attends trade shows and host customer events that help align ourselves better with the customer.

Qualifications

- Post-secondary education at the minimum
- Over 5 years of proven success and progression handling key accounts within the sales function ideally within the CPG industry
- Highly analytical with a proven ability to manage to key sales metrics
- Excellent oral, written, and compelling presentation skills
- Goal-oriented self-starter with high energy level and competitive spirit
- Proficient with Microsoft Office applications, especially Microsoft Excel and sales/CRM systems
- A customer focus with high standards of integrity
- Creative thinking and problem-solving abilities
- Strong influencing skills, with ability to positively influence both at customer and company levels
- Ability to travel to customer locations as required

Benefits Offered

- Comprehensive Health Care Plan including extended health benefits, drug coverage, dental and vision care
- Life insurance, long-term disability, and accidental death & dismemberment insurance
- RRSP matching contribution program
- Paid time off benefits including- vacation, sick, birthday and citizenship leave
- Employee Assistance Program (EAP)
- Tuition Reimbursement
- Career Advancement Opportunities

Why Work for Us:

- You will be in the company of diverse and talented team members who are great to work with
- We have a family and team-oriented culture and a supportive environment
- You will be a part of an organization that supports community groups and the environment
- We offer opportunities for career advancement- you will be involved in many different facets of the company on a variety of projects with an opportunity to excel and be noticed

How to apply

To be considered for the above opportunity, we invite you to send a cover letter and an up-to-date resume through Indeed. To learn more about us, visit www.transcold.com
