



Key Account Manager (Western Canada)

Location: Vancouver, BC

About Us

TransCold Distribution is the premier wholesale supplier and distributor of ice cream and frozen goods throughout Canada and Western United States. Since 2002, we have provided exclusive access to the most recognized ice cream brands in the world with industry best product variety and customer service.

TransCold delivers to Major Grocery, Drug, Gas & Convenience and Independent Retailers through Direct to Store Delivery (DSD) and Warehouse Fulfillment, and provides services for mobile vendors, corporate events and third-party logistics (3PL) customers. With 14 locations and 240+ employees, TransCold has the logistical reach to supply all regions across Canada and Western USA with a customer first attitude.

As a Key Account Manager, you will report directly to the President and will be responsible for managing a number of Western based accounts including Pattison Food Group, Sobey's West, Georgia Main, Country Grocer, Fairway Market, Freson Brothers. 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 continuously develop current account base through placement, promotion and new distribution.

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 / as needed 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.

- Participates in trade and customer events.

Required Skills & Qualifications

- Post-secondary education at the minimum
- Over 5 years of proven success and progression handling key accounts within the sales function in the CPG industry.
- Experience managing account base: Pattison Food Group, Sobey's West, Georgia Main, Country Grocer, Fairway Market, Freson Brothers.
- Highly analytical with a proven ability to manage 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

Compensation

- \$80,000 – 90,000 base annual salary
- Performance incentive of up to 15% of annual salary based on achievement of sales targets/KPIs
- Company issued devices – laptop and cellphone
- Car allowance of \$500 per month

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
