

**Last Revised:** 4-18-17

**Position Title:** Key Account Manager – eCommerce

**Job Code:** KAM – FA&C

**Position Reports to:** Director of Sales

**Salary Grade:** Sales Mgmt

**FLSA Status:** Exempt

### ***Job Description***

**The Key Account Manager-eCommerce** will be responsible for growing and advancing Tombow's position in the eCommerce space. This role will manage an existing portfolio of 5 customers. At the same time, identifying and developing new partners in the eCommerce channel. Primary focus will be on pure play opportunities, but also identifying strategic brick and click customers. The role will interact with an outside sales and marketing agency, along with an internal cross functional team (consisting of representatives from each internal department). This persons day to day functions will revolve around pricing/promotional strategies, identifying opportunities for growth, coordinating efforts of all stakeholders on the account and executing on all day to day activities as identified.

We are looking for someone with 3-5 years' experience selling in the eCom world. The ideal candidate will be driven, able to multi-task, work under fast and dynamic conditions and be able to react quickly to all situations.

### ***Responsibilities***

- Work with Director of Sales to define sales priorities and product focus across assigned key accounts.
- Develop and implement sales strategies with assigned key accounts and targeted new accounts to meet or exceed sales forecast.
- Develop and maintain customer pro-forma invoices/P&L's for all key accounts and targeted new accounts to insure programs and sales implemented meet or exceed business unit profit goals and objectives
- Develop and maintain multi-level relationships within assigned key accounts to insure account viability regardless of personnel changes within the account
- Provide direction and input on programs and products requested by assigned key accounts by interacting with Marketing and communicating product requests and placement opportunities.
- Provide a monthly report comparing sales and bookings to forecast and previous year along with key account / business development activities planned for the upcoming month.
- Develop and maintain listings of all Tombow product placements with key accounts along with a competitive analysis of competing products.
- Monitor customer orders from receipt to shipment to assure accuracy and timeliness.
- Participate in Sales meetings, Key Account Review Meetings, Sales & Marketing management meetings, trade shows and company meetings as required.
- Travel as required within North America to maintain and grow assigned key account relationships through participation in meetings, presentations and vendor summits
- Achieve sales goals while operating within expense budgets to insure proper management of expenses and expense spending.
- Perform other duties as assigned, as well as duties that are unique and/or specific to assigned department.

### ***Key Performance Indicators***

- Sales and profitability metrics
- Feedback from field reps and key accounts
- Inventory availability
- Accurate forecasted sales/inventory projections
- All sales activities promote American Tombow mission and principles

### ***Qualifications***

#### Education and Experience:

- Bachelor's degree in Sales, Marketing or related field or equivalent experience
- Key Account sales experience

#### Business Systems Knowledge:

- Microsoft Office applications (Word, Excel, PowerPoint, Outlook)

#### Key Competencies:

- Building strategic working relationships with key accounts
- Account management skill-set & experience
- Interpersonal and communication skills
- Public speaking skills
- Natural enthusiasm for selling
- Gaining commitment and building trust
- Analytical thinking skills
- Customer focus
- Ability to collaborate and function in a team environment
- Ability to travel as required to support and participate in key account activities

### ***Work Environment***

Work is typically performed in a standard office setting working at a desk or table on a level surface. Regular travel is expected. May be required to work more hours than normal during a regular workweek depending on workload and deadline requirements.

### ***Position Specifications***

Direct Reports:	None
Line Manager:	Director of Sales
Department:	Sales
Date Posted:	4-18-17