

MOODY DIRECT LTD

JOB DESCRIPTION

Job Title – Key Account Manager – South UK

Reporting to – Jamie Proctor

Activities of the Company

Moody Direct is a focused supplier of Process and Packaging products and services to the dairy, food, beverage, brewery, food, ice-cream, pharmaceutical and chemical and personal care industries in the following areas:

- Capital Equipment and Components – new and pre-owned;
- Machinery spare parts;
- Equipment maintenance services – scheduled and ad-hoc;
- Equipment testing and calibration;
- Projects & Commissioning;

Offering a single source for the widest range of products at competitive prices, we represent some of the best known brand names in the industry providing both genuine and alternative spare parts and components.

The company product base includes:

- Tanks and vessels;
- Valves;
- Pumps;
- Pipework;
- Homogenisers;
- Separators;
- Fillers;
- Mixing equipment;
- Freezers;
- Heat Transfer Equipment and Pastuerisers;
- CIP Plants;
- Conveyor;
- Tablet forming machines.

Purpose of the position

- From both existing and new customers, to win business, increase sales and significantly contribute to the growth of the company's heat transfer division, made up of:
 - Heat exchanger servicing;
 - Integrity testing, including tank testing;
 - Sales of heat exchangers, replacement plate packs, plates and gaskets to both existing and new customers.
- To actively promote and seek out opportunities for other divisions of Moody Direct.

Key Result Areas

- Achievement of sales and profit targets;
- Customer satisfaction and business retention;
- Increase in customer base;
- Value of plate heat exchanger servicing and testing contracts;
- Overall contribution to the heat transfer division;
- Contribution to other parts of Moody Direct;
- Timely submission of all reports and expenses;
- Attendance and timekeeping.

Key tasks

- Visiting customers based predominately in the South UK area
- Developing and building strong customer relationships;
- Developing further business with existing key accounts in the South UK area
- Conversion of enquiries to orders;
- Prospect for new customers at all available opportunities;
- Seeking out opportunities with existing customers;
- Deal with enquiries in timely and efficient manner;
- Provide information to internal PHE admin for enquiry/order processing;
- Prepare and submit quotations and contract agreements and ensure these are followed up;
- Identify additional process spare parts, service and project opportunities for other divisions of Moody Direct to follow up.
- Extensive travel across the South UK visiting key accounts which will require overnight stays in hotel/s, as and when required to meet customers requirements.

Key skills

- Thorough knowledge of plate heat exchangers and heat transfer equipment used within the hygienic processing industries;
- Detailed knowledge of general process components used within the hygienic processing industries;
- Sales techniques and negotiation skills;
- Presentation skills;
- Telephone skills including making new appointments and cold calling;
- Communication skills;
- IT literate;
- Knowledge and understanding of financial concepts used within the sales function of the business to include profit margins, mark up, invoicing procedure and terms of credit;
- Good literacy levels and knowledge of business conventions used in written communication with customers;
- Problem solving.

Key Attributes

- Enthusiastic;
- Self-motivated;
- Hard working;
- Able to working both alone and as part of a team;
- Flexible;
- Friendly and personable but assertive when required to be so;
- Diplomatic;
- Able to build relationships with people at all levels;
- Self-disciplined;
- Meets deadlines.

Qualifications

- Full driving licence – essential to the position

In addition, the Key Account Manager must be prepared to undertake any reasonable requests made to meet the business needs of the company.

I understand the role is predominantly field based, customer facing and will involve extensive travel and overnight stays away from home.

I have read and understand the job description and accept that this forms part of any contract with the company.

Signed:(Employee)..... Date:

Print name: