

JOB DESCRIPTION

Job title	<i>Global Account Executive</i>
Reports to (title)	<i>Senior Global Account Manager</i>
Location	<i>Seko Logistics London Ltd – Manchester (and client visits)</i>
Department	<i>Client Solutions Group - CSG/MAN Branch</i>
Key interface	<i>Client, operations, CSG group</i>
Hours / days	<i>Monday to Friday 09.00 – 17.30 - 37.5 working hours per week and as required to fulfil the role</i>

Job purpose - General summary and scope

Develop, Maintain and Measure SEKO UK`s activity with selected specific key accounts. Manage all aspects of SEKO`s relationship with the account(s) to achieve optimum business retention and development.

- a) Retention – Ensures that customers cross functional and geographical operational requirements are proactively identified and serviced. Establishes quality procedures and process improvement, review to continuously attain service improvements.
- b) Development – Implements strategies to assist the customers in attainment of their corporate growth and efficiency objectives. Implements programme with the customer to improve their logistics capabilities as measured by cost to value ratios, improved cycle times and improved customer service. Increases SEKO`s revenues and profitability through providing enhanced value added service
- c) Key Account Support assist with key customer reports and ensure we are compliant against the set SOP.

Key duties and responsibilities

Key Result Areas	Performance Indicators	Critical Tasks
PRODUCE/ MANAGE CLIENT TARIFF'S TO ACHIEVE PROFIT TARGETS	<ul style="list-style-type: none"> Produce tariffs at start of each month or as required. Deliver target profit margins and year on year growth objectives. 	<ul style="list-style-type: none"> Review monthly buy rates and update tariff's with target profit margins. Review achieved profit margin on monthly basis and adjust tariff to achieve/ exceed profit target. Liaise with Operations Dept to manage costs in order to maximise profit.
MANAGE INTERNAL / EXTERNAL BUSINESS RELATIONSHIPS	<ul style="list-style-type: none"> Build network relationships at the required levels within the customers organisation Travel, as necessary, to meet SEKO offices, customer offices & customers to establish & maintain systems & procedures 	<ul style="list-style-type: none"> Identify customer expectations and financial objectives Agree joint business plans to deliver customer expectations / joint financial objectives Understand customers organisational structure and match SEKO contacts appropriately and establish customer support team
MANAGE PROCESS IMPROVEMENT	<ul style="list-style-type: none"> Create global Standard Operating procedures, monitor compliance Agree Key Performance Indicators with customer , measure and evaluate Identify trends/problems Agree problem escalation process with customer Produce / review reports & data 	<ul style="list-style-type: none"> Manage joint improvement projects Facilitate joint planning forums; define project plans and action points Continually look for new ways to add value; analyse costs and processes Update Standard Operating Procedures and communicate changes as appropriate Bench mark customer related industries for best practise Maintain day to day visibility of

		operational issues/systems support
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Qualifications and key skills required

to include:

- Strong communications skills
- Team Leadership ability
- Business/ Commercial Acumen
- Relationship Management ability
- Strategic Vision and Planning skills
- Problem solving
- Cultural empathy
- Selling skills
- Self motivation
- Project management
- Intermediate to Advanced excel skills

KPI's

- Please see attached KPI and bonus scheme

Other Duties

- To apply and practice unit rules and regulations and comply with contractual requirements and handbook policies.
- To apply and practice Health and Safety instructions and regulations
- To apply all Statutory requirements as instructed
- Embrace, demonstrate and promote good customer service at all times
- Undertake a programme of personal development in line with the company process
- To protect and ensure the security of the building and the goods and items within it.
- Undertake any other duty deemed reasonable by your manager

Working conditions

Working conditions may include working with challenging clients, working to tight deadlines and in a highly targeted fast paced environment. The job holder is required to adequately manage themselves in an environment with the pressure of a fast paced and highly targeted work environment and to communicate any excessive pressure or other types of demands.

Physical requirements

This role requires particular physical attributes due to its nature and tasks. A standard of physical health and fitness is required i.e.:

- good vision, good hearing
- ability to get to the office location for specified working hours without company assistance
- ability to get to the client office location for specified working hours

- without company assistance (expenses are paid)
- Strong command of the English Language

Additional Information

This job description sets out the current duties of the post that may vary from time to time without changing the general character of the post or the level of responsibility entailed.

Agreement to this job description does not confirm employment status. Employment or worker status will be confirmed alongside all notable terms, within the offer letter and contract of engagement or worker agreement.
