



Role Name	KAM		
Location	Mumbai		
Role Summary	Key Accounts Management, Generating Business, Sales, Collection , Realisation, MIS, Brand building, Reconciliation.		
Reporting to	Zonal Head		
Role purpose	To manage high value key builder & key influencer accounts and develop long term relationship. To achieve sales, collection and realisation		
Responsibilities Head	KRA (Key Result Areas)		KPI (Key Performance Indicators)
Sales	<ul style="list-style-type: none"> - Meet the sales Target - Increasing sales in Value Added Glass (VAG) 		<ul style="list-style-type: none"> - PDCA of Budget Vs Actual sales Target - Growth in VAG - Prepare and submit quotations, negotiate commercial terms and win orders - Ensure market coverage to enhance probable customer base - Set the technical meeting calendar with customers - Understand customer needs and leverage suppliers' range of capabilities into customers needs
Finance	<ul style="list-style-type: none"> - Collection - Realization - Account Reconciliation 		<ul style="list-style-type: none"> - Deviations and Gaps in collection figures - Variance and Credit outstandings - Reconciliation of all active customers account as per the defined norms
Customer Satisfaction	<ul style="list-style-type: none"> - Settlement of Claims - Addressal of grievances - Ease and accessibility - Service levels 		<ul style="list-style-type: none"> - Manage high value accounts and key influencer accounts and identify key people within these accounts who influence glass purchase and build strong relationships with them. - Identify the key people within key external influencer accounts who influence glass purchase and build strong relationships with them - Seek customer feedback and facilitate redressal of any complaints/ issues - Tap into wider resources and skills within own organization to develop client/partner solution - Coordinate with internal departments to ensure timely delivery of product - Supply of samples and promotional material to customer
Manpower Development	<ul style="list-style-type: none"> - To identify and implement development initiatives for self and 		<ul style="list-style-type: none"> - Number of trainings attended/conducted. - Regular briefing about the product and Company policies
MIS	<ul style="list-style-type: none"> - PDCA approach (Gap analysis) of set Targets VS Actuals , monthly MIS of sales 		<ul style="list-style-type: none"> - Gaps to be identified-BudgetVsActual based on monthly MIS report
Competitors activities	<ul style="list-style-type: none"> - In formtion about competitors activities prices, service, Market Share 		<ul style="list-style-type: none"> - Timely feedback to the managemnet in order to streamline their decion on Product, Pricing , Service
REQUIREMENTS			
Knowledge	Key Accounts Management		(Experience- No.Of Years)& (Expected Background)
	Knowledge in construction & building		
	M.S. office.		
	Development of new Business		
Skills	Good Communications, Managerial Skills especially Planning , Negotiation skills, Leadership, Decision Making		Qualification
INTERACTION			
Internal		Customers	Other External
PLANTS, CSD, ACCOUNTS, EXPORT LOGISTICS TEAM		Builders/ Influencers	