



Vacancy

Dynamic Fluid Control (DFC), a local manufacturer of industrial valves, has a unique and diversified portfolio of products catering for the Mineral processing, Power generation, Water, and Effluent markets. We have a strong, strategic approach towards active participation in global markets.

The following position has become available at DFC:

POSITION: Key Accounts Manager #DFC06112024-1

LOCATION: Head office is based in Benoni

REPORTING TO: Head: Direct Sales

JOB SUMMARY STATEMENT: The Key Account Manager (KAM) plays a critical role in building relationships with significant customers. The ideal candidate should ensure customer satisfaction and be able to identify new opportunities to increase sales. The KAM is to create long-term, trusting relationships with DFC's significant customers. The KAM:

- Oversees a portfolio of assigned customers;
- Identifies and develops new business from existing customers; and
- Actively seeks new sales opportunities and customers.

He/she represents DFC and interacts with significant and other customers and is responsible for achieving sales targets and account plan targets.

KEY PERFORMANCE AREAS (DUTIES & RESPONSIBILITIES):

- Build and sustain professional relationships with a portfolio of key customers.
- Collaborate with teams to achieve financial targets and drive growth.
- Build a strong order intake pipeline by creating demand for DFC's products.
- Collaborate with internal teams to ensure customer needs and expectations are met.
- Work with the sales team to qualify leads, create proposals, and close deals.
- Continuously assess customer needs and align them with DFC's business objectives.
- Contribute to initiatives aimed at enhancing customer satisfaction and retention.
- Upsell company products and solutions to existing customers.
- Where required, oversee, and manage projects from inception to completion.
- Interpret customer requirements and develop strategies to meet their objectives.
- Support marketing activities, including planning and execution.
- Relevant reporting.

QUALIFICATIONS:

- Matric/ Grade 12 or equivalent
- Sales and Marketing qualification (IMM or equivalent)
- Some technical qualification (-s) will be advantageous, although not mandatory.
- BCom/ BBA (highly advantageous)

OTHER:

- Valid Passport
- Valid Driver's license.

EXPERIENCE:

Minimum of 5 years' experience in Key Account Management; of which at least 2 years from within the valve industry. Mining industry experience is required. Selling of engineered products, or in an engineering environment. Consultative selling.



KNOWLEDGE, SKILLS & ABILITIES:

- Strong customer orientation
- Segment knowledge
- Existing Segment network (past field KAM experience)
- Procurement knowledge
- Consultative selling
- Business acumen
- Understand relationship value
- Basics of Industrial valves

BEHAVIOURAL COMPETENCIES:

- Self-Motivated and ability to motivate others
- Analytical – must be able to analyze territories and segments
- Innovative and creative and thinks out-of-the-box
- Strong “Hunter” orientation
- Is trustworthy and understands the value of authenticity
- Self-assured, independent and confident, not arrogant
- Entrepreneurial not afraid of risk, but knows how to identify and mitigate risk
- Can take charge and has presence
- Target driven and ability to stay on track
- Manage multiple projects simultaneously.

FUNCTIONAL SKILLS:

- Communication skills at the level of Technical Audience Requirements
- Computer Literacy; Excel, Word, PowerPoint, Email, CRM (e.g., Salesforce, Microsoft Dynamics, etc....)
- Business writing Skills
- Listening Skills
- Territory management
- Conflict management
- Listening skills
- Excellence in prioritizing
- Excellence in time management
- Good administrator
- Works under minimal supervision
- Presentation skills

CLOSING DATE: 13 November 2024

Please note we have an e-recruitment system. Please kindly create a profile and register your CV on this link:

In line with our commitment to transformation, suitable qualified candidates from previously disadvantaged groups will be given preference.

While the company's recruitment policy stipulates that all positions will be advertised, provision is also made for appointments to be made in accordance with the company's succession planning strategy and practice when filling vacancies.