



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, Agriculture and Industrial markets.

The following position has become available at DFC:

POSITION: Junior Industry Analyst

LOCATION: Head office is based in Benoni

REPORTING TO: Head: Direct Sales

JOB SUMMARY STATEMENT: The Junior Analyst: Key Account Management (KAM) plays an important role in facilitating information flows to ensure DFC's KAM approach delivers on its mandate to unlock and sustain business growth with its strategically important, large (significant) customers/ accounts. By acquiring insights into the distinct needs of these customers the Analyst works with the KAMs across the markets listed above, to increase customer satisfaction and identify new opportunities to increase sales growth.

KEY PERFORMANCE AREAS (DUTIES & RESPONSIBILITIES):

- Serves as single point-of-contact in respect of Direct Sales customer data;
- Supports KAMs in respect of customer queries;
- Liaises with Internal Sales;
- Conducts planned and ad-hoc desktop research on key customers (new and existing);
- Drafts and updates Account Plans periodically;
- Drafts customer profiles;
- Liaises with Executive Assistants to arrange Executive customer engagements;
- Actively seeks new sales opportunities;
- Maintains knowledge management resources;
- Updates Customer Relationship Management (CRM) tools; and
- Performs ad-hoc projects as required from time-to-time.

QUALIFICATIONS:

- Matric
- Bachelor's degree in Sales, Business Administration or relevant field e.g. Marketing.
- Bachelor's degree in research will be advantageous, although not mandatory.

EXPERIENCE:

- Some experience in the related markets as listed above or an engineering environment.
- Proven track record in research projects.
- Hands-on experience with CRM software and Account management systems.

KNOWLEDGE, SKILLS & ABILITIES:

- Customer Responsiveness (Internal & External Customers)
- Communication
- Practical Execution (Planning Organising and Monitoring)
- Problem Solving
- Drive, Energy and Initiative (Results focus)



BEHAVIOURAL COMPETENCIES:

- Manage multiple projects simultaneously
- Self-Motivated
- Is trustworthy and understands the value of authenticity
- Analytical – must be able to analyze territories and segments
- Innovative and creative and thinks out-of-the-box
- Strong “Hunter” orientation

FUNCTIONAL SKILLS:

- Computer Literacy; Excel, Word, PowerPoint, Email, CRM (e.g., Salesforce, Microsoft Dynamics, etc....)
- Business writing Skills – Basic
- Attention to detail
- Good time management
- Good administrator
- Works under minimal supervision

CLOSING DATE: 14 February 2025

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

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.