

KÄRCHER

makes a difference



*Are you a true Karcher Type?
Join us as KAM in Direct Sales Team*

Are you an energetic, motivated, and articulate team player who is passionate about account management and customer experience?

We are looking for a skilled Key Account Manager to oversee the relationship of the company with its most important clients from B2B area. You will be responsible for obtaining and maintaining long term key customers by comprehending their requirements.

The ideal candidate will be apt in building strong relationships with strategic customers. You will be able to identify needs and requirements to promote our company's solutions and achieve mutual satisfaction.

The goal is to contribute in sustaining and growing our business to achieve long-term success.

Key Account Manager duties and responsibilities

Developing a solid and trusting relationship between major **clients (B2B) and Karcher Romania**
Resolving key client issues and complaints
Developing a complete understanding of key account needs
Anticipating key account changes and improvements
Managing communications between key clients and internal teams
Strategic planning to improve client results
Negotiating contracts with the client and establishing a timeline of performance
Establishing and overseeing internal budgets with the company and external budgets with the client
Working with design, sales team, creative, advertising, logistics, managers, marketing, and team members from other departments dedicated to the same client account to ensure the highest quality of materials are being produced and all client needs met
Meeting all client needs and deliverables according to proposed timelines
Analysing client data to provide customer relationship management
Expanding relationships and bringing in new clients

Key Account Manager Requirements and Qualifications

Location in Cluj Napoca.
Able to multitask, prioritize, and manage time efficiently
Goal-oriented, organized team player
Encouraging to team and staff; able to mentor and lead
Self-motivated and self-directed
Excellent interpersonal relationship skills
In-depth understanding of company key clients and their position in the industry
Eager to expand the company with new sales, clients, and territories
Able to analyse data and sales statistics and translate results into better solutions
Bachelor's degree in marketing, business administration, sales, or relevant field; Master's degree preferred
Four to five years' previous work experience in sales, management, key account management.
Industrial sales experience: professional and / or industrial technical products (Industrial vacuum cleaners, vacuum cleaners / floor washing machines, street vacuum cleaners / sweepers, industrial water pressure cleaners, Car wash brushes for cars and trucks).
Experience in designing / preparing for the installation of industrial installations such as extractors, industrial vacuum cleaners, brush washers, liquid transfer systems, pressurized water cleaning systems, water installations, pipes, fittings, general constructions.



Excellent verbal and written communication skills; must be a listener, a presenter, and a people-person

Basic computer skills, and experience with CRM software and the Microsoft Office Suite, with emphasis on superior Excel skills.

Strong negotiation skills, with ability follow-through on client contracts

Proven results of delivering client solutions and meeting sales goals

Availability to travel as needed

Please send your CV to resurseumane.ro@karcher.com with mention KAM_DS