ROSCO PROCOM

CAREER OPPORTUNITY

KEY ACCOUNTS MANAGER

JOB SUMMARY

The Key Accounts Manager is responsible for developing, managing and growing strategically important customer accounts within an assigned business portfolio, product category or market segment.
The role provides commercial leadership in managing high-value customer relationships, developing strategic account plans, achieving revenue and profitability objectives, and identifying opportunities for sustainable business growth.
The Key Accounts Manager develops a comprehensive understanding of customers' business operations, purchasing requirements, technical applications and future needs to position the Company as a trusted provider of products, services and integrated solutions.
The position works collaboratively with Sales, Technical Services, Customer Support, Procurement, Logistics, Finance and Marketing to deliver customer commitments, strengthen commercial relationships and maximise account profitability.
Specific product knowledge, principal requirements, customer segments and technical applications are defined in the applicable Role Profile.

KEY ACCOUNTABILITIES

A. STRATEGIC CONTRIBUTION

- Develops and implements annual Key Account Plans aligned with divisional and enterprise business objectives.
- Identifies, segments and prioritises strategic accounts based on revenue, profitability, growth potential and commercial importance.
- Establishes and maintains relationships with key customer decision-makers, including procurement, operations, technical and executive personnel.
- Develops account penetration strategies to increase market share, customer retention and long-term commercial value.
- Identifies emerging customer requirements, competitive threats and opportunities for portfolio expansion.
- Develops and maintain a pipeline of strategic account opportunities.
- Contributes to sales forecasts, annual business planning and market-development initiatives.
- Provides commercial intelligence on competitor activities, market developments and customer investment plans.
- Supports principal and channel-development strategies relevant to the assigned portfolio.

B. FINANCIAL STRENGTH

- Achieves assigned revenue, sales volume, gross margin and profitability targets.
- Manages account performance against approved budgets, forecasts and commercial objectives.
- Negotiates pricing, supply arrangements and commercial terms within approved Delegation of Authority limits.
- Maintains pricing discipline and protect account profitability.
- Identifies opportunities for profitable cross-selling, upselling and increased share of customer expenditure.
- Prepares accurate sales forecasts to supports procurement, inventory planning and working capital management.
- Monitors customer purchasing patterns and investigate significant variances.
- Collaborates with Finance and Credit Control to manage overdue receivables and customer credit exposure.
- Evaluates proposed discounts, rebates, promotions and commercial agreements for financial viability.
- Supports timely resolution of account reconciliation and commercial disputes.

C. INNOVATION & BUSINESS GROWTH

- Identifies new products, applications and solutions that create measurable customer value.
- Collaborates with technical specialists and principals to develop appropriate solutions for customer requirements.
- Identifies opportunities to introduce new products and technologies within established accounts.
- Develops value-based proposals demonstrating operational, financial or productivity improvements.
- Uses CRM, sales analytics and market intelligence to identify growth opportunities.
- Recommends improvements to account management processes, customer engagement and commercial service delivery.
- Supports product demonstrations, trials and customer education initiatives, where applicable.
- Identifies opportunities for digital tools and technology to improve customer engagement and account performance.

D. CUSTOMER EXCELLENCE

- Serves as the primary commercial relationship owner for assigned strategic accounts.
- Develops structured customer engagement plans and conduct regular account performance reviews.
- Maintains strong relationships across multiple levels within customer organisations.
- Coordinates internally to ensure timely product availability, order fulfilment, technical support and delivery.
- Resolves or escalates significant customer concerns and service failures.

Applications must be emailed to talent@roscopro.com by Wednesday 4th November, 2026 or
hand delivered directly to the office of the HRM; Point Lisas location.
Please include email Subject: ***KEY ACCOUNTS MANAGER***

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KEY ACCOUNTS MANAGER

KEY ACCOUNTABILITIES (Cont'd)

- Ensures customer agreements, commitments and commercial arrangements are accurately documented.
- Monitors customer satisfaction and identify potential risks to account retention.
- Coordinates appropriate technical and applications support.
- Maintains accurate customer records, opportunities and commercial activities within approved CRM/ERP systems.
- Promotes long-term customer partnerships based on reliability, technical capability and commercial value.

E. PEOPLE & TEAMWORK

- Collaborates effectively with Sales, Technical, Customer Support, Procurement, Warehouse, Logistics, Finance and Marketing teams.
- Coordinates cross-functional resources to fulfill key-account commitments.
- Shares customer intelligence, market opportunities and forecast information with relevant stakeholders.
- Provides guidance to sales personnel involved in servicing strategic accounts.
- Participates in business reviews, sales meetings and principal engagement activities.
- Promotes consistent account management practices and professional customer engagement.
- Supports the development of product and commercial knowledge across the sales organisation.
- Where direct reports are assigned, provide appropriate coaching, performance management and development support.

F. QHSE, GOVERNANCE & COMPLIANCE

- Complies with Company QHSE policies, procedures and applicable statutory and regulatory requirements.
- Promotes safe and responsible product selection, handling, storage, transportation and use.
- Ensures customer-facing activities comply with applicable product safety and technical requirements.
- Observes relevant principal requirements, product specifications and approved brand guidelines.
- Complies with established pricing, credit, contracting and Delegation of Authority requirements.
- Maintains accurate documentation and protect confidential customer and Company information.
- Reports unsafe conditions, incidents, compliance concerns and material commercial risks.
- Supports the Company's commitment to HSE MS and ISO 9001 Management System.

ADDITIONAL DUTIES

The incumbent may be required to perform other related duties consistent with the nature and level of the position and reasonably required to support the effective operation of the Division.

EDUCATION & EXPERIENCE

- Bachelor's degree in Business Management, Marketing, Sales, Engineering, Supply Chain Management or a related discipline.
- Equivalent professional qualifications combined with substantial relevant industry experience may be considered.
- Professional training in Strategic Account Management, Consultative Selling, Negotiation or Commercial Management would be an asset.
- Minimum five years' progressive experience in B2B sales, key account management or business development, preferably in an industrial, technical, automotive, construction, energy or commercial products environment.
- Demonstrated experience managing major customer relationships and achieving sales and profitability objectives.
- Experience developing account plans, managing commercial negotiations and identifying business growth opportunities.
- Experience working with distributors, contractors, industrial customers, corporate accounts or other strategic customer segments.
- Experience managing sales forecasts, pipelines and customer portfolios.
- Ability to understand technical product information and translate product capabilities into customer value.
- Experience using CRM and ERP systems.

COMPETENCIES

Strategic Account Management; Commercial Acumen; Relationship Management; Negotiation; Consultative Selling; Business Development; Financial Awareness; Planning & Forecasting; Problem Solving; Cross-functional Collaboration.

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