



JOB TITLE: Account Manager

Location: Mwanza

Job id: R0069560

Apply before: August 12, 2024

Job Profile

Key Account Manager – Sandvik Mining & Construction Tanzania Limited Sandvik Mining and Rock Solutions

Our Company and Culture

Sandvik Mining and Rock Solutions (SMR) is a global leading supplier of equipment and tools, parts, service, digital and electrification solutions and other sustainability-driving technologies for the mining and construction industries. One of our key success factors is our 17 000 brilliant employees – the ones who brought us to the market leading position we hold today, and the ambassadors of our brand and culture. To continue attracting, engaging, and developing top talents in a relevant way for our business, we're now making a move towards an even more employee-centric, digital and agile approach.

In line with the Sandvik Shift strategy – our platform to enable necessary shifts focusing on growth, sustainability, customers, agility, digitalization and of course; employee value – we're now looking for a Key Account Manager for our operations in Tanzania. Are you ready to embark on an exciting career where you get the chance to work together with brilliant minds and shape best practices in an international area?

What we do?

Within our Sales Area, we are responsible for sales and service activities in the Tanzania territory including. Our sales are well balanced between the mining and construction industries, and our customer base ranges from large multinational companies to small and medium sized enterprises – consisting of both end-

customers and dealerships. It is with passion, expertise, and an innovative mindset we provide our customers with the best overall experience.

The role

You'll be joining the Sales Area in Tanzania that has the potential for further significant growth through both growing market share and ensuring we respond to our customer needs with best supports and solutions. You will be responsible to manage strategically important customers, developing, maintaining and growing key customers' strategic requirements with value propositions from Sandvik.

This is done in close collaboration with the Service Managers, the Logistics - Parts & Services Division, Order Desks, Equipment Business Line Managers as well as other internal and external stakeholders.

Below is the summary of key accountabilities for this role:

Business Growth and Development

- Manages one or more major key account locally with supports from Order desk officers.
- Responsible for retention and growth of Key clients.
- Ensure overall support and drive common practice and generate relevant processes for 'must win' major projects. Specifically, you would be required to:
- Develop sales opportunities for the SMRT product line within defined territories and assigned customer accounts.
- Create and execute Customer testing to develop contract/sales opportunities
- Assess Customer potential with SMRT products
- Perform opportunity analysis based on customer and site
- Provide input to product factories to improve product offering
- Develop sales/service plan for designated territories and assigned/assigned customers
- Maintain accurate customer records as prescribed by Sandvik
- Develop way of working with Distributor/other Country network for major projects, using account management standards to ensure increased account revenue volume and growth.

Financials.

- Responsible for achievement of budgeted revenue and GP.
- Responsible for working with assigned customers to maintain (days sales outstanding – invoicing) company target.
- Ensures customers are compliant with Sandvik Mining and Rock Technology terms and conditions of sale.

Technical Expertise.

- Stays current with industry developments, competitive offerings and issues affecting sales and customers.
- Occasionally participate in technical studies, demonstrations, or field tests

Environmental Health & Safety

- Comply with Sandvik Mining and Rock Technology safety policies and applicable government, customer or industry regulations or requirements.
- Identify and report any unsafe work habits.
- Strive to find safer ways for customers to work with Sandvik products.
- Ensure team reports are working in a safe manner and following Company Policies and Guidelines.

You report to, and act in close collaboration with the Territory Manager in Tanzania and you are a valued member of the Country's Management Team. You will be based in Tanzania and travelling to our customer sites across the country is a key part of the job.

This role is a full-time requirement, and the location is flexible within Tanzania. Travelling within the Territory, up to 50% of your time, is an essential part of the job.

Your profile

We're looking for a result-oriented individual with relevant Consultative, Sales, Technical and Analytical Skills. A Degree qualified Engineer or possession of the appropriate Trade Background with Equivalent Technical and Business Experience. Exposure to international Markets and Strong Cross-Cultural awareness, particularly in remote challenging environments, is desirable. You must develop a highly developed interpersonal skills to conceptualize customer application process in order to advice on equipment and other product needs.

We put great value in your personality, as well as in your business acumen and integrity. You are a highly effective leader with a data driven approach, digital savvy, taking a holistic approach to management, while also maintaining a strong customer focus. Your influencing and communication skills are excellent, you empower people to find efficient solutions, and you have an ability to develop trusted and collaborative relationships with colleagues and business stakeholders at all levels.

You are comfortable working in a global setting, with a highly developed multi-cultural understanding. Comprehending and analyzing high volumes of information quickly is second nature to you, and you thrive in fast-paced environment.

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