

Customer Manager

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Company: Acosta

Location: Canada

Category: other-general

Responsible for the management of the assigned clients' business (division and/or geographic), within designated "customer accounts". Primary responsibility includes increasing sales and market share of the brands represented, while earning a profit for our manufacturers and Acosta. The incumbent(s) in this position should exhibit the following ACOSTA values: People Minded – Must show dignity and respect to all people Integrity – Must exemplify the highest degree of ethical behavior Results Oriented – Must show passion, pride and commitment to succeed Trust – Must be honest, sincere and confident Teamwork – Must build trusting relationships Innovation – Must progress through a combination of creativity, common sense and vision Balance – Must maintain an optimistic attitude and keep perspective on what is important in life

Some Essential Functions of this Position: Deliver principals' objectives to include volume and sales fundamentals (merchandising, assortment, pricing and shelving) goals at the assigned customers at the lowest cost. Develop a Customer Business Plan that will deliver the principals' business priorities. Personally, call on all decision-makers at the customer to sell business plans, programs and concepts that improve long-term business results. Achieve results at the lowest possible selling cost while maximizing company revenue (to include brokerage, commissions, bonuses, contest earnings, etc.). Oversee all manufacturers' expenditures at the customer. Achieve competitively superior in-store presence in the assigned stores. Personally, call on headquarters, supervisors and other customer operations personnel for both direct and indirect customers. Manage manufacturers' trade marketing funds, process direct shipments (via the Sales Support Coordinator) and leverage data to sell concepts to the customer. Create forecast and trade

spend plans/budgets and operate within those designated budgets. Understand and know how to calculate ROI (return on investment). Proactively communicate with key principals. Understand and know how to calculate ROI (return on investment). Effectively use knowledge of customer, market and principal—involve marketing, technology and administrative resources to accomplish objectives. Provide timely information of selling priorities to Retail Sales Managers, supervisor and shared resources (marketing, technology and administration). Proactively share information and customer/principal information with other team members to build organization capacity. Utilize computer systems and technology to achieve the objectives of the Customer Business Plan. Develop and maintain skill levels to support the use of Acosta communication systems. Provide feedback to the Team Leader and/or General Manager on how to build organizational capacity and improve our business. Complete special projects as requested. Requirements: A minimum of 5 years of relevant experience in sales (CPG industry), marketing, sales administration are preferred. Experience calling on national retail chains (Walmart/Canadian Tire, distributor network, etc) is an asset. Knowledge, Skill and Ability Requirements: Expertise in Microsoft software: PowerPoint, Excel, Word and Outlook and thorough knowledge of web based applications. Must have excellent presentation and communication skills. Must be able to handle multiple projects simultaneously.. Physical Requirements: Must have a valid driver's license and a vehicle or regular access to one. This position requires that you drive on behalf of Acosta Sales & Marketing, and as such, any DUI/DWI conviction in the past 36 months will be an immediate disqualifier for this position. DISCLAIMER: Acosta/ Mosaic North America is an Equal Opportunity Employer. The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. Mosaic reserves the right to modify all or part of any job descriptions at its discretion in order to meet and or exceed the needs of the business. We are committed to providing accommodations for persons with disabilities. If you require accommodation, we will work with you to meet your needs, to the extent required by law. By submitting your application you agree with and accept the Acosta Privacy Statement and Terms of Conditions. US: <http://acosta.jobs/privacy-policy-us/> Canada: <http://acosta.jobs/privacy-policy-ca/#acostaservices>

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